



AUSTRALIAN INSTITUTE OF CREATIVE DESIGN

International Student Handbook
2010

International Student Handbook

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14/475 Scottsdale Drv
Varsity Lakes QLD 4227
PH: + 61 7 55 938 335
FAX: + 61 7 55 938 336

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Australian Institute of Creative Design

AICD Resources:

Equipment and physical facilities include:-

- Lecture and seminar facilities
- Design studio
- Industrial and domestic sewing machines
- Industrial and domestic overlockers
- Whiteboards
- Cutting tables
- Irons and ironing boards
- Pressers
- Mannequins
- DVD and PowerPoint presentations
- Light boxes
- CAD software, digitiser and plotter
- Computers with appropriate software
- Internet access
- Photocopier with scanning and colour printing facilities
- Beauty Therapy rooms
- Beauty Salon
- Galvanic machine
- Vichy Shower

Students at the AICD are provided with large roomy classrooms with good light and all rooms are air-conditioned. There are kitchen facilities with kettles provided along with tea and coffee, a fridge for the students use and a number of microwave ovens. Also on the premises is a coffee bar where students can purchase drinks and pre-packaged food and seating where they can consume food bought from the coffee bar. The AICD premises also have two toilets, one of which also includes a shower and is set up for people with a disability. All students are provided with large storage containers where they can store their class work, though it is advised that students take all valuables including equipment, home with them at the end of the day and that these are not left on the institute's premises.

Australian Institute of Creative Design Structure

Chief Executive Officer:-

- Overall Responsibility for RTO,
- Reviews audit findings
- Ensures that all staff implement policies and procedures for AIFD, AIMS, AICD and AIID
- Determines marketing strategy and approves advertising,
- Delegates authority,
- Oversees Finances and determines budget.

Institute Manager:-

- Conducts internal audit and answers to CEO and reports to the chief executive officer on compliance with the standards for RTOs for review and improvement
- Ensures the Department of Employment and Training has access to documentation, records, staff etc during an audit

- Applies to the Department of Employment and Training for extension to scope
- Provides details of all operations within the scope of the RTO to the Department of Employment and Training when requested
- Advises the Department of Employment and Training that it has commenced delivery in other states within 21 days of that commencement
- Provides accurate and timely registration and compliance information to the Department of Employment and Training including major changes to business systems, staffing profiles, relocation, financial difficulties and transfer of client records?
- Liaises between Director of Education and students or parents,
- Responsible for managing student records,
- Enrols students,
- Oversees Grievance procedure,
- Issues letters to students/parents.
- Represents RTO in educational matters,
- Makes sure the RTO complies with the standards for RTOs
- Oversees the Institute's compliance with CRICOS regulations

Finance Manager:-

- Answers to CEO,
- Pays accounts approved by CEO
- Handles purchasing requests
- Monitor insurance purchase and renewals
- Ensures that RTO complies with financial standards,
- Issues accounts to students,
- Prepares accounts for auditing,
- Works with accountant to maintain financial records.

Sales & Marketing:-

- Answers to CEO,
- Responsible for marketing and advertising ensuring that all marketing complies with standards for RTOs,
- Responsible for Public Relations activities,
- Organises and attends career market meetings.

Director of Education:-

- Answers to Institute Manager,
- Oversees day to day operations of academic staff and ensures that academic staff comply with policies and procedures of the AICD,
- Quality control and assurance in managing the learning environment,
- Responsible for student attendance and academic development,
- Organises RPL process in consultation with other staff,
- Develops changes to programme and course content in consultation with interested parties,
- Briefs lecturers on RTO educational philosophy and teaching responsibilities.
- Assess the suitability of International Students entry into the course
- Monitors student progress and attendance

Student Services:-

- Answers to Institute Manager,
- Handles grievances and directs grievance procedures,
- Handles student feedback procedures and complies with Continuous Improvement Policy,
- Access to student records and inputs results,
- Reports on student problems and attendance as per results and attendance register,
- Directs accounting to issue letters/accounts,
- Directs problems relating to students to Institute Manager.
- Deals with International Students and attends to their welfare

Academic Staff:-

- Answer to Director of Education,
- Prepares, delivers and assesses units of competency in consultation with Director of Education,
- Is responsible for student welfare while delivering units of competency,
- Responsible for maintaining attendance register,
- Responsible for implementing policies and procedures
- Responsible for ensuring students comply with policies and procedures on a day-to-day basis
- Participation in associated duties where necessary.

AICD Officers

Chief Executive Officer

Ms Tracy Saywell *Cert IV AWT (ACTE)*

Institute Manager

Ms Heather Mikkelsen *Cert Dress Design (East Syd), B Ed. Art (SCAE), Cert IV AWT (GCIT) Cert IV TAA (GCIT)*

Finance Manager

Ms Sonya Saywell *Cert IV AWT (ACTE)*

Sales & Marketing

Ms Tracy Saywell *Cert IV AWT (ACTE)*

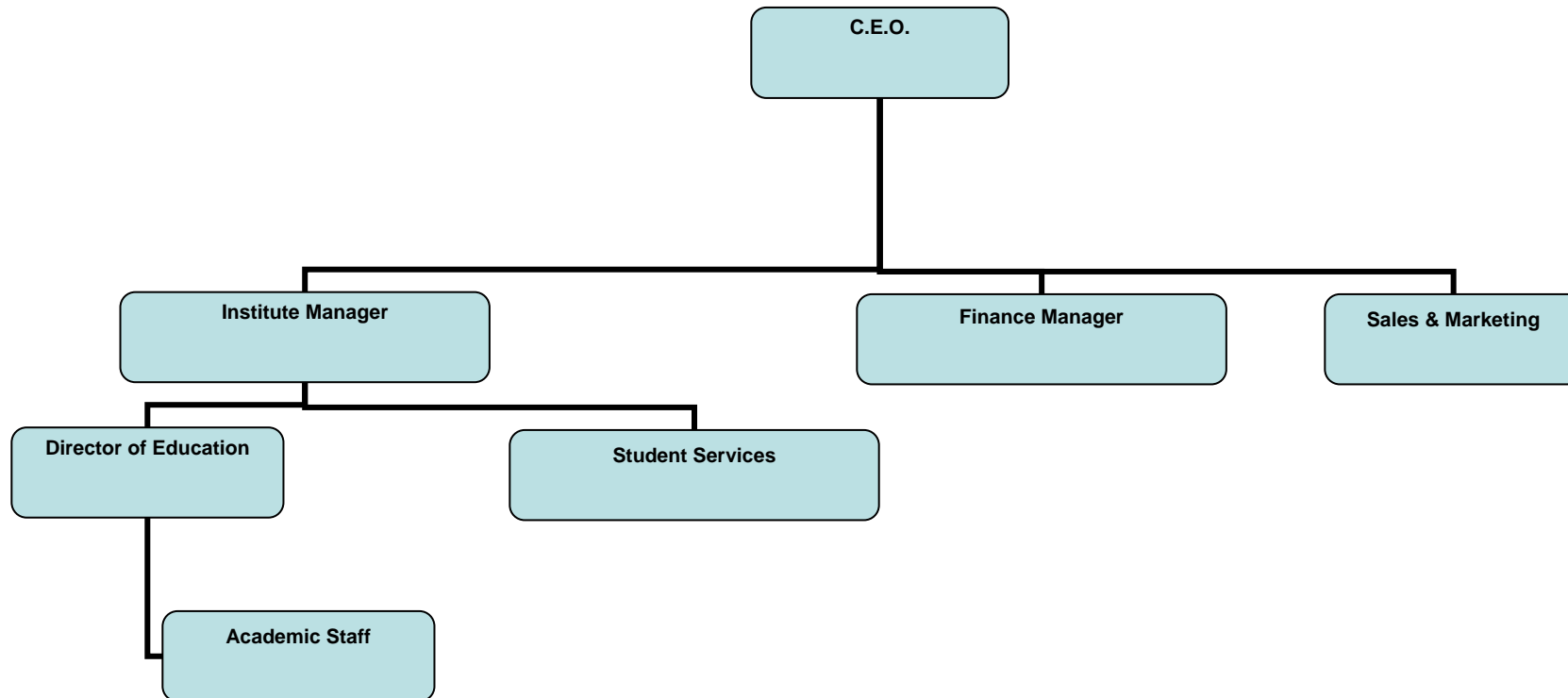
Director of Education

Ms Heather Mikkelsen *Cert Dress Design (East Syd), B Ed. Art (SCAE), Cert IV AWT (GCIT)*

Student Services

Ms Sonya Saywell *Cert IV AWT (ACTE)*

Flowchart showing Institute Structure



Policies and Student Guidelines

Contact Information

14/475 Scottsdale Drive
 Varsity Lakes QLD 4227
 Phone: + 61 (0)7 55 938 335
 Fax: + 61 (0)7 55 938 336
 Email: admin@aicdedu.com.au
 Web : www.aicdedu.com.au

Entry Requirements for International Students

International students are eligible to apply to the AICD if they fall into one of the following categories:

- Have successfully completed their secondary schooling, or equivalent, or;
- Are adults with previous training or work experience, or;
- Are special creative applicants that pass an entry exam,

And;

- Must be 18 years of age or older, and
- Demonstrate proficiency in English to the following levels:

IELTS* Band Score (overall)		
5.5	Modest to Competent User	Has generally effective command of the language, coping with overall meaning in most situations, despite some inaccuracies and misunderstandings Should be able to handle basic to more complex communication in own field
4.5	Limited to Modest User	Basic competence in familiar situations. Will require a maximum of 30 weeks ELICOS training.

* IELTS Test conducted not more than 24 months before the day on which the application is made.

Applicants should submit:

- Completed International Student Application form;
- Signed agreement all policies and conditions have been understood and accepted;
- Completed medical information form;
- Certified transcripts of academic records from last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s);
- Copy of passport details;
- Copy of English language test/evidence English language proficiency;
- A statement that should include a brief history of their involvement in any related creative activities;
- A 200-word handwritten statement in English describing;
 - Reasons for wishing to follow a career in their chosen creative field;
 - Short and long term career goals;

- Each applicant is interviewed prior to being offered placement in the course. In the case of international students this can be undertaken via teleconference or Internet (using programmes such as SKYPE).
- At the interview, applicants are required to talk generally about their interests and reasons for their application to this course.
- No applicant will be refused entry on the basis of gender, age (except for the case of students under the age of 18 years), marital status, pregnancy, race, colour, ethnic background or religious beliefs. The Australian Institute of Creative Design is an equal opportunity employer and training organisation, and actively implements non-discriminatory policies in all its operations.

ESOS Framework

The PDF of this document is available at
http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

The ESOS framework—providing quality education and protecting your rights

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

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for overseas students;
 - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
 - what your provider's requirements are for satisfactory progress in the courses you study;

- if attendance will be monitored for those courses;
- what will happen if you want to change providers; and
- how to use your provider's complaints and appeals process

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website.
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	www.dest.gov.au/esos (until 30 June 2007) www.aei.dest.gov.au/esos (from 1 July 2007) ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Department of Immigration and Citizenship (DIAC)	For visa matters	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.

Student Orientation

During the week prior to the start of the academic year the AICD will hold orientation. This is a great opportunity for you to meet your fellow students and your lecturers. During this time you get to find out the nitty gritty of the year and your studies will bring you. This is a great opportunity to find out what you'll need for all your classes and most importantly a great time to socialise and should not be missed.

Our Commitment to You

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 Australian Institute of Creative Design is the commitment you give to your own future. Working together we can make your future dreams a reality sooner.

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, you just probably won't notice it because we won't make you sit through a boring and long winded test designed to scare you. We assess these skills with an easy and fun approach. All students who are identified as needing extra assistance with LL&N (and any others who feel that they need extra assistance) 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 the student to expert help.

External Support and Assistance for Students

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.

Flexible Learning

Courses at the Australian Institute of Creative Design are very hands on and practical in nature. Classes are scheduled for the most part, between the hours of 9.00am and 4.00pm, though sometimes due to specialised Lecturer availability some classes may have to be scheduled in the evenings. Wherever possible those days that have a late finish will have a late start, so that students are not over extended. Attendance for Diploma and Advanced Diploma Qualifications will be timetabled over four week days, whenever possible, allowing students to fulfil work commitments and complete homework. Students who wish to fast track their progress through their courses will be given reasonable consideration but must negotiate this with the Director of Education. RPL (Recognition of Prior Learning) is also available to any student who feels that they have covered the work previously and for information please refer to the RPL policy on page 36.

Time Frames

Lecturers will have estimated the time all classroom tasks should take students. However in order for students to complete all the work that is expected for assessment tasks they will be required to spend up to another 30% of their time on assignments. What this means that is that for every six hours of face to face delivery in class, students 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 students 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.

Welfare & Guidance Services

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. State and national service providers are listed below.

<p>AMBULANCE Medical Transport 131 233 EMERGENCY 000</p> <p>AIDSLINE Telephone 1800 133 392</p> <p>ABORTION & GRIEF COUNSELLING Telephone 1300 363 550</p> <p>ALCOHOL & DRUG INFORMATION Telephone 1800 177 833</p> <p>AUSTRALIAN SEARCH AND RESCUE <i>Aviation Rescue</i> Telephone 1800 641 792 <i>Maritime Rescue</i> Telephone 1800 815 257</p> <p>CHILD ABUSE SERVICES Telephone 1800 688 009</p> <p>DOCTOR Mermaid Junction Medical Centre Telephone 55 726 888</p> <p>DOMESTIC & FAMILY VIOLENCE 24X7 Telephone 1800 811 811</p> <p>EMERGENCY ANIMAL DISEASE WATCH Telephone 1800 675 888</p> <p>ELECTRICITY: Emergency (Southport) 55 132 080</p> <p>FAMILY DRUG SUPPORT</p>	<p>HOMICIDE VICTIMS' SUPPORT GROUP 24X7 (QLD) Telephone 1800 774 744 Web site www.qhvsq.org.au</p> <p>KIDS HELP LINE Telephone 1800 55 1800 Web site www.kidshelpline.com.au</p> <p>LEGAL AID QUEENSLAND Telephone 1300 651 188</p> <p>LIFELINE Telephone 131 114</p> <p>MEN'S LINE AUSTRALIA Telephone 1300789 978</p> <p>PARENT LINE COUNSELLING SERVICE Telephone 1300 301 300</p> <p>POISONS INFORMATION CENTRE Telephone 131 126</p> <p>POLICE STATIONS Southport 55 714 222 Surfers Paradise 55 707 888 Broadbeach 55 812 800 Mudgeeraba 55 306 455 Nerang 55 362 444 EMERGENCY 000</p> <p>PREGNANCY HELP LINE Telephone 1300 139 313</p> <p>SEXUAL HEALTH Telephone</p>
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<p>Telephone 1300 368 186</p> <p>FIRE BRIGADE: Enquiries etc 55 835 777 FIRE CALL 000</p> <p>GAMBLERS ANONYMOUS Telephone 1800 002 210</p> <p>GAY & LESBIAN COUNSELLING Telephone 1800 184 527</p> <p>INTERPRETING SERVICES Telephone 131 450</p>	<p>07 5576 9033 www.health.qld.gov.au/sexhealth/</p> <p>STATEWIDE SEXUAL ASSAULT HELPLINE Telephone 1800 010 120</p> <p>SUICIDE PREVENTION Telephone 1300 360 980</p> <p>TEEN CHALLENGE Telephone 1300 889 288 Web site www.teenchallenge.org.au (07) 3422 1500</p> <p>QUIT LINE Smoking Telephone 137 848</p>
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Student Access to Their Personal Details

Student access to their own files and results beyond Academic Transcript results that are posted out to them is unusual; therefore the following procedure must be adhered to:

- Students wishing to access their files and competency results must do so in writing.
- Forty-eight hours notice must be given and any copies required from the student's file must be copied at the student's own expense.

Student Identification

You will be issued with a student identification card on enrolment and full payment of fees. This number will be your identification code for roles, assignments, 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.

Punctuality and Attendance

It is a legal requirement that accurate roles are kept for the duration of your course. The Institute staff is 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.

Student attendance is tracked by the use of rolls which will be called for every separate unit of competency delivered. Your teacher will also track late arrivals and early departures on this form.

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 lecturers' discretion). If you leave early or do not return to a class after a break you will also be marked absent. This will reflect in your results. You must be present for at least 80% of every unit of competency for you to pass in that unit. Medical certificates will not be accepted for absenteeism over 20%. Class contribution may also be assessed by a lecturer 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 lecturers or students to catch up missed work. It is not required that a lecturer will repeat or re-deliver a missed lesson.

If you have been absent for a period of one week and not notified administration you must make an appointment with Administration for a meeting prior to re-attending classes.

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. 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.

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.
- Attire – All students must wear closed in footwear at all times
- Beauty students will 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 should be worn while operating machinery
- Spray adhesives and fixatives are totally banned from the campus

Assignments

- Assignments handed in will be recorded on the class role forms by the lecturer
- Late assignments will not be accepted. (It may be better to hand in an incomplete assignment than not)
- The deadline for an assignment lies within the allocated class time for that assignment and not any other time during the day
- An incomplete assignment will receive a 're-submittable fail' (N). The lecturer will allocate a re-submission date (not more than 2 weeks after assignment date). A penalty will apply for re-submission.

Assessment & Re-assessment Policy & Procedure

Assignments 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:-
 - The student must approach the lecturer concerned well before the due date;
 - Formal requests for extensions must be submitted in writing 48 hours prior to the advised deadline;
 - Length of extension is at the discretion of the lecturer;
 - Doctor's certificates must be produced to verify illness (or other documentary evidence, where applicable).
2. Students are responsible for:
 - Complying with the assignment submission process as determined by their lecturer;
 - Collecting, arranging feedback and negotiating resubmission of the assignment;
 - The retention and resubmission of the assignment (if a re-evaluation is required).
3. Students must properly acknowledge all information services.
4. Students failing to submit their assignment/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 "Not Yet Competent" may request a 'resit'. Only one 'resit' will be granted for each assessment task.
6. Students failing to submit their resit assignment by the due date will be awarded a final unsuccessful result for that assignment 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.

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

KEY TO GRADES:

Y	Competent
N	Not Yet Competent

- Once a student has achieved competency within a unit of competency they are then given a supplementary assessment based on their overall performance within that unit of competency. This gives greater feedback to the student on their level of achievement and motivates them to strive for excellence in all they do.
- These levels are:
 - Distinction DY- an exceptional level against a range of criteria
 - CreditCY- 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.

Acceptable codes to be used on Student Transcripts are:

Y	Competent
N	Not Yet Competent (Student has attended classes and attempted all work but work is not of acceptable standard)
DY	Competent to an Exceptional Level
CY	Competent to an Advanced Level
PY	Competent to a Proficient Level

AICD GUIDE TO SUPPLEMENTARY ASSESSMENTS

RELIABILITY AND RESPONSIBILITY

Proficient (PY) specifications (satisfactory)

A satisfactory participation in a learning environment
 Mostly meets targets within set timeframes
 Achieves competent outcomes

Credit (CY) specifications (advanced)

A positive and supportive influence on others and participation in a learning environment
 Consistently meets targets within set timeframes
 Consistently achieves competent outcomes on first submission of work at an advanced level

Distinction (DY) specifications (exceptional)

Exceptional support and influence on others and participation in a learning environment
 Consistently meets targets within set timeframes and considers best practice principles
 Consistently achieves competent outcomes on first submission of work at an exceptional level

INITIATIVE AND AUTONOMY

Proficient (PY) specifications (satisfactory)

Requires supervision
 Requires assistance to assess own performance
 Requires assistance to identify alternatives in application

Credit (CY) specifications (advanced)

Requires minimal supervision
 Self assesses own performance
 Identify alternatives in application

Distinction (DY) specifications (exceptional)

Requires minimal supervision and initiates actions
 Analyses own performance and provides critical reflection on strategies to improve performance
 Identify alternatives in application and presents recommendations

ORIGINALITY, CREATIVITY AND INNOVATION

Proficient (PY) specifications (satisfactory)

Requires assistance to present work and complete tasks
 Requires assistance to solve problems

Credit (CY) specifications (advanced)

Demonstrates advanced level of knowledge and practical application in a variety of workplace or simulated environments
 Presents work and completes tasks in a creative innovative manner at an advanced level
 Advanced problem solving abilities

Distinction (DY) specifications (exceptional)

Demonstrates exceptional level of knowledge and practical application in a variety of workplace or simulated environments and multiple situations
Presents work and completes tasks in a creative innovative manner at an exceptional level
Demonstrates significant lateral thinking and innovative application of methodology and theories
Stimulates creativity and innovation in others
Exceptional problem solving abilities

SKILLS AND KNOWLEDGE

Proficient (PY) specifications (satisfactory)

Requires assistance to demonstrate use of analytical skills
Requires assistance to understand appropriate audience requirements

Credit (CY) specifications (advanced)

Demonstrate advanced knowledge and skills in the implementation of the Unit
Demonstrates use of analytical skills
Communicates advanced levels of understanding appropriate to audience requirements

Distinction (DY) specifications (exceptional)

Demonstrates exceptional knowledge, skills in the implementation of the Unit
Demonstrates consistent use and practical application of analytical skills
Communicates exceptional levels of understanding appropriate to audience requirements

Please Note: A student must be first found competent in a unit of competency before they can be considered eligible for a supplementary assessment.

The minimum criteria for awarding the supplementary assessments are that the student has:

- Handed in work on time and met deadlines
- Met all the competency standards for the unit

A student who fails to meet the minimum requirements outlined above will only be eligible for a 'Y' for 'Competent' or an 'N' for 'Not yet competent'. The only exception to this is if a student has provided a valid reason for not being able to meet the deadline such as being ill. A medical certificate or other relevant evidence must be provided.

Re-Assessment

This is a formal request for the lecturer/assessor to reevaluate an assessment or course/unit and if possible a lecturer/assessor other than the original assessor should undertake the re-assessment. If a student is dissatisfied with the assessment task result and the feedback given, a written application for a re-assessment can be made to the Director of Education together with student payment of the scheduled charge, within seven days of notification of the result.

- If the re-evaluation of assessment takes more than one hour the Director may vary the amount of the scheduled charge, and
- If the result is upgraded to successful, the student will be refunded the scheduled charge.

If the student is dissatisfied with the decision of the Director of Education, the student shall have a further right to appeal to the Chief Executive Officer.-

- The notice of appeal should be in writing addressed to the CEO within 10 working days of the initial decision of the Director of Education.
- The CEO will appoint an independent assessor to assess the student work. The AICD has in place an agreement with the Gold Coast Institute of TAFE to participate in a professional exchange for moderation and assessment purposes.

- If the independent assessor upholds the original decision the student will be responsible for any costs incurred and will have to reenrol in that unit of competency.
- If the independent assessor overturns the original decision and deems the student competent all costs will be born by the AICD.
- 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.

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 Director of Education 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, teachers, 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. Teachers 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.

Previously Enrolled & Transferring International Students Policy

1. OVERVIEW

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

This policy relates specifically to International students who are seeking to study in Australia under an Australian study visa. It addresses the incidence of International students who have been enrolled in another relevant course but have not completed it and applies to students who wish to transfer their studies from another Registered Training Organisation during the restricted time period of six months. This document is aligned to Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, also known as the National Code 2007.

Under Queensland legislation the AICD must provide a Letter of Release if a student presents with a Letter of Offer at any time.

The policy of the AICD is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

DEFINITIONS:

Principle course of study: the principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple course of study. The principle course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

2. DESCRIPTION

- 2.1. The AICD Previously Enrolled & Transferring International Students Policy clearly states the circumstances under which an International student who has previously studied in Australia is eligible for entry into the qualifications offered by the AICD.
- 2.2. This policy also states the circumstances under which students may transfer between registered providers, the grounds by which a student's request may be refused and the time frame for this process.

3. GUIDELINES

TRANSFERRING FROM A PROVIDER TO AICD

- 3.1. The AICD will only accept enrolment from an international student who has completed another relevant course (one that has been provided by a registered training organisation listed on CRICOS) if the student can satisfy the following criteria:-
 - 3.1.1. that they have demonstrated a commitment to studies in that previous course; and
 - 3.1.2. had a good attendance record for that course; and
 - 3.1.3. had paid all the fees required for that course; and
 - 3.1.4. meets the entry requirements for the course they are enrolling in as stated in the Policy for Entry Requirements.
- 3.2. If the international student has not completed a previous course irrelevant of its focus they must produce a letter of release from the previous registered provider that attests to the matters stated in 3.1.
- 3.3. The AICD will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of their principle course of study except in the following circumstances:
 - 3.3.1. the original RTO has ceased registration or the course that the student was enrolled in has ceased to be registered
 - 3.3.2. the original RTO has provided a written letter of release
 - 3.3.3. the original RTO has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course, or
 - 3.3.4. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 3.4. If students are seeking transfer from the AICD due to a complaint and they have accessed the student complaint process they should wait until that process has concluded before seeking a transfer unless the circumstances at 3.3 are evident.

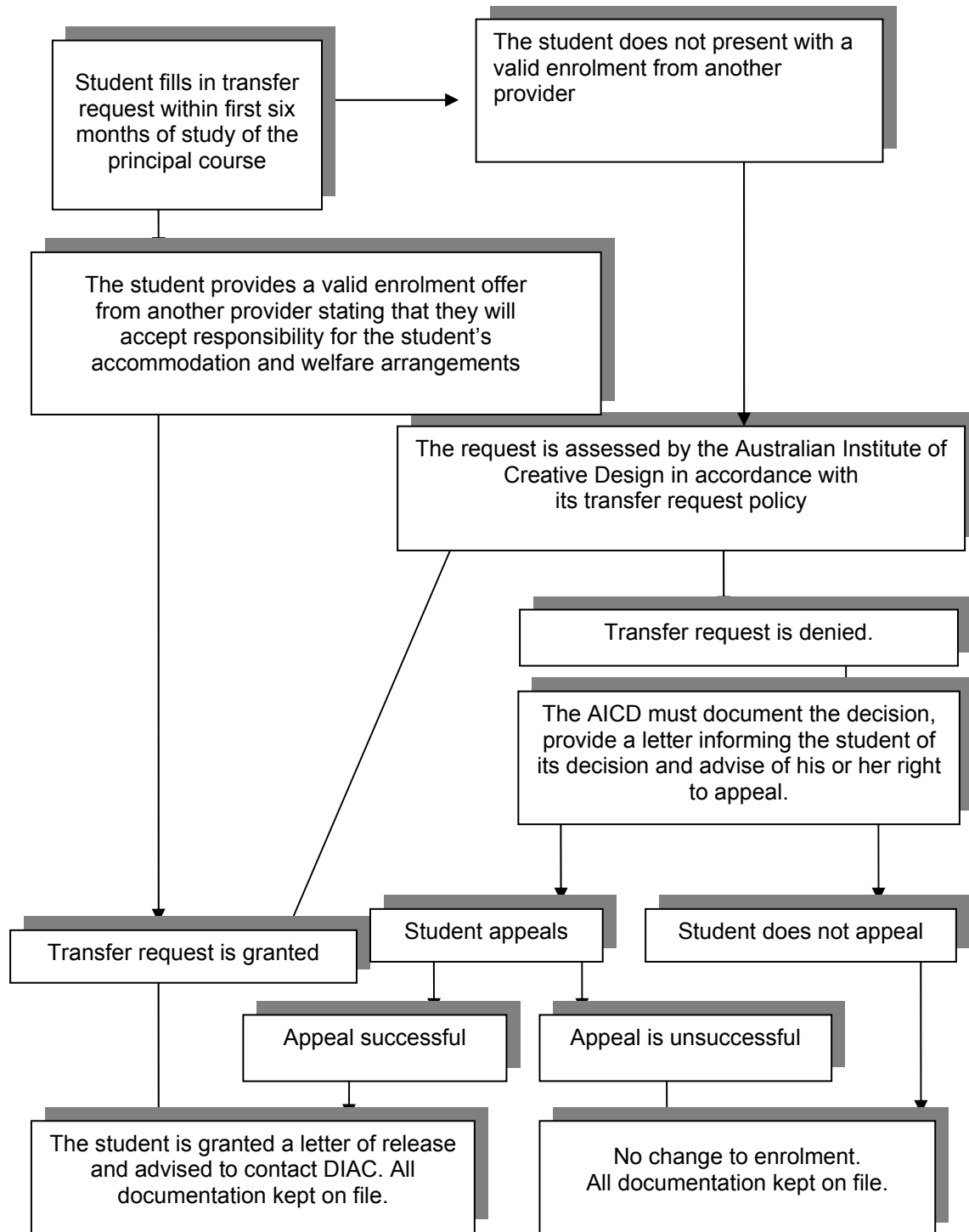
TRANSFERRING FROM AICD TO ANOTHER PROVIDER

- 3.5. The AICD must offer a letter of release if the International student presents with a letter of offer from another registered training organisation.
- 3.6. If the International student wishes to apply for a letter of release without a letter of offer from another registered training organisation this will only be granted under the following extenuating circumstances, such as if the student remaining at the AICD will be detrimental to their future wellbeing. The issuing of a letter of release will be also subject to point 3.6.2. Students must be informed of their obligations to contact DIAC (Australian Government Department of Immigration and Citizenship) to seek advice on whether a new student visa is required. Detrimental causes will be taken on a case by case basis and will be decided at the discretion of the CEO. Detrimental causes could be, but are not limited to:
 - 3.6.1. lack of community/cultural support for the student or problems within that community that cannot resolved by reasonable means employed by the AICD
 - 3.6.2. the completion of a student complaint process in which the student feels they have not been fairly dealt with by the AICD, or
 - 3.6.3. student discontent with the services they have obtained at the AICD due to misrepresentations by the AICD or their agents.
- 3.7. The time frame that a student application for transfer to another RTO must be reasonable and it must be concluded within a reasonable time frame.
 - 3.7.1. If students are seeking transfer to the AICD due to a complaint they have instigated with another RTO, they should wait until that process has concluded unless the circumstances listed at 3.4 are evident.
 - 3.7.2. Generally 20 working days would be considered a reasonable time frame for this process but this will vary depending on the circumstances involved.
- 3.8. Granting of letters of release will be done so with the following provisions:
 - 3.8.1. Any letter of release granted to a student will be issued at no cost to the student and will advise students that they must contact DIAC (Australian Government Department of Immigration and Citizenship) to seek advice on whether a new student visa is required.
 - 3.8.2. The AICD will only grant a letter of release if the student can provide a letter from another RTO confirming that a valid enrolment offer has been made to the student.
- 3.9. If a student is refused a letter of release the student must be provided with written reasons for refusing the request and must be informed of their right to appeal the AICD's decision by accessing the Dispute Resolution Policy for International Students. As that document notes any international student may contact the Chief Executive (of the Department of Education and the Arts) if the student is concerned about the conduct of the AICD.
- 3.10. The AICD must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Notes:

- ❖ The above assessment procedure should not take more than 48 hours once the student has provided the necessary documentation.
- ❖ All requests, considerations, decisions and copies of letters of release should be placed on student's file, and
- ❖ The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Student Transfer Request Assessment Flowchart



DISPUTE RESOLUTION POLICY FOR INTERNATIONAL STUDENTS

1. OVERVIEW:

This process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally. The process 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:

- Sexual Harassment (all matters related to sexual harassment will be reported to the authorities and are covered by the institute's Access & Equity Policy)

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. Before choosing to lodge a formal complaint or appeal the student involved should make a reasonable attempt to informally resolve the dispute with the party/parties involved.

The student has the opportunity to formally present his or her case at minimal or no cost to him or herself.

This policy must be provided to international students before a contract about the student is entered into or an amount is paid for a registered course and again within seven days after the student starts attending a registered course offered by the AICD.

- **Any international student may contact the Chief Executive (of the Department of Education and the Arts) if the student is concerned about the conduct of the AICD.**
- **The Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, exercise their legislative right to suspend or cancel the registration of the AICD.**
- **The dispute resolution process described in this policy does not prevent an international student from exercising the student's right to other legal remedies.**
- **Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court 363 George Street Brisbane QLD 4000. Tel: +61 7 3239 6269 Fax: +61 7 3239 6284 Website: www.justice.qld.gov.au/mediation/contacts.htm Providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.**

2. RESPONSIBILITIES:

2.1. Chief Executive Officer

- Manage the process outlined in this Dispute Resolution Process
- Investigate the complaint/appeal and make a determination in a timely manner (Refer Actions)
- Maintain accurate records of all issues and outcomes
- Document accurate records of all issues and outcomes which will be filed with the student/staff records
- Offer external complaint resolution options.

3. ACTIONS:

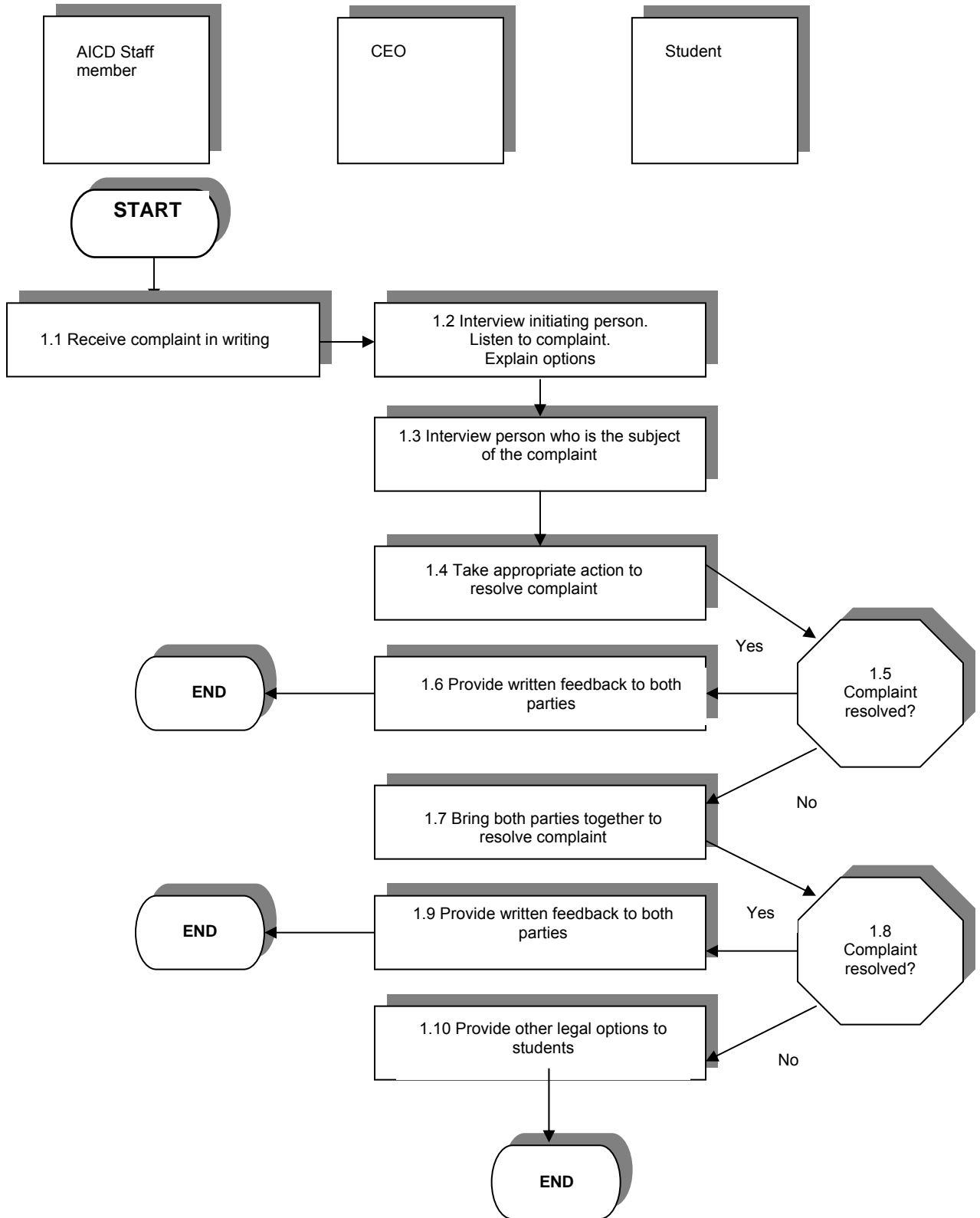
Throughout the complaint process all matters/documentation relating to the complaint are to be treated in a prompt and confidential manner and all parties involved are to participate as normal in the Institute activities. All students who choose to access the AICD's dispute resolution process will have their enrolment maintained while the complaints process and appeals is ongoing and the student should attend classes as normal.

COMPLAINT PROCESS

Timeframe: The process commences within 10 working days of all complaints received. All reasonable measures are taken to finalise the process as soon as practicable. The parties to the complaint are to be provided with information about the status of the complaint and the planned date of finalisation.

1. The individual making the complaint must put it in writing.
 - 1.1. The written complaint is directed to the CEO (Chief Executive Officer).
 - 1.2. The CEO 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 may be required.
 - NB: Any party to the complaint may request the presence of an advocate (parent/guardian/agent/friend) at any meeting.
 - 1.3. The CEO 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 CEO takes appropriate action to resolve the complaint. This may include:
 - o Assessing the validity of information; and/or
 - o Making enquiries; and/or
 - o Reviewing reasons for an administrative action.Other actions may include:
 - o Meeting with the two parties,
 - o Explaining why actions occurred, etc.
 - 1.5. The initiating person and the subject of the complaint decide whether the complaint has been resolved
 - 1.6. The CEO will provide written feedback to both parties. The process will then be completed
 - 1.7. If the initiating party or the subject of the complaint does not believe that the complaint has been resolved, the CEO may bring both parties together to interview and attempt to resolve the complaint.
 - 1.8. The initiating person and the subject of the complaint decide whether the complaint has been resolved
 - 1.9. The CEO will provide written feedback to both parties, outlining details of the reasons for the outcome. The process will then be completed
 - 1.10. If either party is not satisfied with the final outcome the CEO will provide both parties with information about other external complaint resolution options and document accurate records of all issues and outcomes. These options will include the [Dispute Resolution Branch, Department of Justice and Attorney-General](#), Brisbane, Phone: (07) 3239 6269. Outside Brisbane (toll free) 1800 017 288. The AICD will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
 - 1.11. Students may also raise formal concerns with:
 - [Office of the Training Ombudsman Telephone: 1300 306 699 Facsimile: \(07\) 3404 3497](#)
 - If a student is concerned about the actions of the AICD they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing. E (OS) Reg 1998 Section 8 (3)(a)(b).
 - 1.12. If the internal or external complaint process results in a decision that supports the student, the AICD will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

DISPUTE RESOLUTION PROCESS



Student Progress Policy and Procedure

1. PURPOSE

This document outlines the policy and procedure for monitoring student progress and attendance throughout their study at the Australian Institute of Creative Design (AICD). It is designed for full time students studying towards the completion of a qualification offered by the AICD and is for both domestic and International Students. This policy and the procedures outlined will formalise the existing interview strategy currently employed by the AICD, although the policy has been written with international students as the main focus. The AICD assess attendance per unit of competency and as some units can be delivered in only a few sessions it is vital that students maintain their attendance.

This document is linked to the existing [Feedback Procedure](#), [Continuous Improvement Policy](#), [Policy and Procedures for Deferral, Cancellation and Exclusion](#), [Process & Procedure for Reporting Students on PRISMS](#) and [Lecturer Feedback of Student Performance](#) and relates to Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007). A copy of this document is included in the AICD lecturer Handbook and all teachers are informed of this policy and procedure at staff induction at the start of the new academic year or when a new teacher starts, whichever is applicable.

2. SCOPE

This policy applies to participants and all AICD staff, both teachers and institute officers.

3. POLICY

The legislative, regulatory and National Code of Practice for a Registered Provider (RP) on the Commonwealth Register of Institutions and Programmes for Overseas Students (CRICOS) requires:

- That the RP documents and implements an Academic Performance Policy and Procedure, and where the DEST-DIAC Academic Performance Policy is implemented, that it is available to both students and staff in both electronic and printed form;
- That student's course progress is monitored throughout each compulsory study period;
- The implementation of an intervention strategy for each student at risk of failure of a minimum of 50% or more of the units attempted in a compulsory study period;
- Where the RP has assessed that the student has not achieved satisfactory course progress, the RP will provide the student with a written notice of its intention to report the student to the Department of Immigration and Citizenship (DIAC) and that the student has the right to access the RP's complaints and appeals process within twenty (20) working days; and
- Where the student does not access the RP's complaints and appeals process, withdraws from the process or the finalised process supports the RP, the RP must notify the Secretary of the Department of Education Science and Technology (DEST) through Provider registration and International Students Management System (PRISMS) of the student's unsatisfactory course progress as soon as possible (The National Code, Standard 10)

4. PRACTICES

The Australian Institute of Creative Design's practices reflect the five key requirements of legislation, regulation and the National Code of Practice for course progress. These practices include:

- 4.1.1 Students' progress is assessed at the end of every term, i.e. twice every Semester. Students who have begun part way through a semester will be assessed after one full period of attendance. Teachers will be required to complete a Lecturer Feedback of Student Performance Form at the completion of terms 1 and 3 (i.e. halfway through the semester). Students who are deemed to be of risk of being assessed as Not Yet Competent in their study by their teachers, or those students who feel that their performance is well below expectations, are invited to discuss any problems, and determine strategies and ways to improve their performance with their teachers and/or Director of Education. Interviews with class teachers can be initiated by the students at any time convenient to both parties. Interested students are invited to consult with the Director of Education regarding their progress.
- 4.1.2 The Director of Education reviews the performance of students whose progress is considered unsatisfactory. All student results are reviewed at the end of each term and at the completion of all Units of Competency by the class teachers and a report on student progress is filed with the Director of Education. The Director of Education's primary role in this circumstance is to determine the most suitable arrangements for a student's future and not to discipline a student for unsatisfactory progress.

Unsatisfactory progress is defined as:

- Unsatisfactory results in one or more assessment items in any individual unit of competency;
 - Unsatisfactory results in the same assessment item twice; or
 - Unsatisfactory results in any unit of competency.
- 4.1.3 Students whose result for a unit of competency is found to be Not Yet Competent are informed immediately it is practicable. Students who fail to resubmit assessment items within the time period outlined by their teachers will receive a warning letter and/or will be required to attend a meeting with the Director of Education the Institute Manager and/or the Chief Executive Officer.
- 4.1.4 All students whose progress is unsatisfactory will be considered individually by the Director of Education and the Chief Executive Officer. Depending on what extenuating circumstances exist, the Director may decide to recommend restriction or limitation of the subjects a student may take in the coming semester and develop strategies with the student to achieve competency in all units of competency undertaken by the student for the successful completion of their qualification. If the student's attendance and submission of assessments are unsatisfactory in the absence of extenuating circumstances, the student will be required to reenrol in the unit of competency and to pay all associated fees and charges with doing so, as per the Assessment and Reassessment Policy of the AICD. Reenrolment will be subject to space being available in the relevant unit of competency and the students' study time frame might be extended substantially.
- 4.1.5 Students may appeal the decision and should refer to the AICD'S Academic Appeals Policies and Procedures.

5. EXTENUATING CIRCUMSTANCES

In considering a student's progress the Director of Education and the Chief Executive Officer will normally take into account personal, financial and study problems. Students are advised, however, that excessive commitments outside their studies are not considered extenuating circumstances. In particular, full-time

students should not take more than sixteen to twenty hours of employment per week in the academic year.

6. INTERVENTION STRATEGY

A student's Intervention Strategy could include:

- additional supervised study periods
- tutorial assistance
- other intervention strategies as deemed necessary

The student's individual strategy for academic improvement will be monitored over the following semester by the Director of Education and records of student response to the strategy will be kept.

- a) A first warning letter will be sent to the student (refer [Risk of Academic Failure 1](#))
- b) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the AICD will advise the student in writing of its intention to report the student for the breach of their visa conditions, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. (refer [Risk of Academic Failure 2](#))
- c) The AICD will notify DEST via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i) the student does not access the complaints and appeals process within 20 days, or
 - ii) withdraws from the complaints and appeals process, or
 - iii) the complaints and appeals process results in favour of the AICD.

7. COMPLETION WITHIN THE EXPECTED DURATION OF STUDY (COURSE PROGRESSION)

- 7.1.1 As noted in 4.1.1, the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- 7.1.2 Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- 7.1.3 The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - compassionate or compelling circumstances
 - student participation in an intervention strategy as outlined in 6.
 - an approved deferment or suspension of study has been granted in accordance with AICD's Policy and Procedures for Deferment, Cancellation and Exclusion.
- 7.1.4 Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.

8. COURSE ATTENDANCE

- 8.1.1 Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- 8.1.2 Student attendance is:
 - checked and recorded daily
 - assessed regularly

- recorded and calculated over each semester.
- 8.1.3 Late arrival at the AICD will be recorded and will be included in attendance calculations.
- 8.1.4 All absences from the AICD should be accompanied by a medical certificate.
- 8.1.5 Any absences longer than 5 consecutive days without approval will be investigated.
- 8.1.6 Student attendance will be monitored by the Director of Education every week over a semester to assess student attendance using the following method:
 - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a unit of competency. For example, 80% attendance for a unit of competency with a total of 54 contact hours a term would equal 43 contact hours.
- 8.1.7 Any period of exclusion from class will not be included in student attendance calculations. [See Standard 13 – Deferring, suspending and cancelling enrolment for an explanation of this item]
- 8.1.8 Students at risk of breaching the AICD attendance requirements will be counselled and offered any necessary support when they have absences totalling 10 % of their contact hours during any assessment period.
- 8.1.9 If the calculation at 8.1.6. indicates that the student has passed the attendance threshold for the study period, the AICD will advise the student of the intention to report the student if they have not passed, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 8.1.11.
- 8.1.10 The school will notify DEST via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - the student does not access the complaints and appeals process within 20 days
 - withdraws from the complaints and appeals process
 - the complaints and appeals process results in a decision for the school.
- 8.1.11 Students will not be reported for failing to meet the 80% threshold where:
 - the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - has not fallen below 70% attendance.
- 8.1.12 The method for calculating 70% attendance is the same as that outlined in 8.1.6 with the following change; number of required contact hours for individual units of competency x 30%.
- 8.1.13 If a student is assessed as having nearly reached the threshold for 70% attendance, the Director of Education will assess whether a suspension of studies is in the interests of the student as per the AICD's Policy and Procedures for Deferral, Cancellation and Exclusion.
- 8.1.14 If the student does not obtain a suspension of studies under the AICD's Policy and Procedures for Deferral, Cancellation and Exclusion, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa conditions) will occur as outlined in 8.1.10.

9. DEFINITIONS:

- *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - serious illness, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents
 - major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies

- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
 - For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
 - *Unit of Competency contact hours* – all hours timetabled for a particular unit of competency

International Students should note that:

Deferment and suspension of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIAC office to see if this will affect you.

Students who have not yet commenced their studies with the AICD will also need to contact DIAC in case there is any effect on their student visa as a result of changes to enrolment or CoE (Confirmation of Enrolment) status.

Student Code of Conduct

OVERVIEW

One of the Institute's major functions is to educate its students. The Institute is committed to the pursuit of excellence in all aspects of teaching and learning, and particularly to the provision of high quality teaching.

Excellence in teaching and learning involves students as active participants in their educational experience, rather than as customers or passive consumers. In addition to the Institute's role of awarding formal academic qualifications to students who successfully complete their studies, the Institute seeks to instil in all students creative learning, critical judgment, creative integrity and ethical sensitivity.

The Student Code of Conduct sets out the expectations students can properly hold as they receive their education. It also outlines what can be expected of students in undertaking their studies to enhance the quality of their educational experience. It recognises that ethical and honest behaviour and treatment underpins the Institute's relationship with its students.

The Student Code of Conduct also recognises that students are central to a dynamic Institute community, and so it elaborates the expectations associated with students' participation in the life of the Institute community. It is acknowledged that student participation is enhanced by an environment which promotes healthy lifestyle choices, encouragement of the development of a network of support for all students and support of student representatives.

DESCRIPTION

STUDENT EXPECTATIONS/INSTITUTE RESPONSIBILITIES

Students as individuals can expect:-

- a. To be treated with courtesy and respect;
- b. The Institute to address the reasonable needs of all students regardless of gender, ethnicity, age, disability or background; (Access and Equity Policy)
- c. To communicate freely and to be able to voice alternative points of view in rational discussion;
- d. To enjoy a study environment free from harassment, discrimination and bullying; (Access and Equity Policy)
- e. To be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible;
- f. To have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for Institute academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access; (Privacy Policy)
- g. To have access upon request, to personal records which the Institute may hold about them, subject to the provisions of the Commonwealth Privacy Act 1988 and relevant Institute access policies and procedures. (Privacy Policy)

While participating in their education, students can expect:-

- a. To be provided with accurate, timely and helpful information regarding their studies, and about enrolment and other administrative procedures that apply to them;
- b. To receive, at the beginning of each Unit of Competency from their lecturer, all the relevant information that they require to successfully complete that unit of competency;
- c. That program and course content will be up-to-date and informed by current industry practice; (Assessment & Delivery Guidelines)
- d. To have reasonable access to teaching staff for individual consultation outside class times, in person or by other means (such as by telephone or electronic mail);
- e. That evaluations of performance within units of competency will reflect each student's true merit, be fair, valid and relevant;
- f. That feedback on assessment will be recognised as a valuable part of the educative process; (Assessment & Delivery Guidelines)
- g. That items of progressive assessment should be assessed promptly and returned to students with feedback and competency information;
- h. That their copyright in any report, assignment, designs or garments they produce will be recognised and that students' moral rights in relation to original work will be acknowledged in, for example, promotional publications, academic presentations or teaching materials;
- i. That the facilities or equipment they use are safe and comply with the Institute's occupational health and safety guidelines.

As members of the Institute community, students can expect: -

- a. Representation on major decision-making bodies, and for provision for their representation to be included in statutes and rules of the Institute. It is desirable that student representatives are, as often as possible, appointed by students themselves; and
- b. An opportunity to appraise the teaching performance of teaching staff and to provide input into program planning and course design.

INSTITUTE EXPECTATIONS/STUDENT RESPONSIBILITIES

Students as individuals can be expected to:-

- a. Treat other members of the Institute community with respect and courtesy;

- b. When communicating and interacting with Australian Institute of Creative Design staff and other students in person, by letter, fax, telephone, email, s.m.s., you have the responsibility to treat people with respect and fairness by avoiding unacceptable behaviour.
- c. Treat other members of the Institute community equitably. (Access and Equity Policy)
- d. Respect the opinions of others and deal with disagreement by rational discussion;
- e. Avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating (Access and Equity Policy).
- f. As a student of the Australian Institute of Creative Design, you are required to abide by State and Commonwealth legislation, policies and Student Rules.
 - The QLD Government Smoking Policy prohibits you from smoking in or around building entrances.
 - The QLD Workplace Health & Safety Act 1995 applies to all staff and students of the Australian Institute of Creative Design. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or to the people around them. When working near or using machinery you are required to observe safety practices including wearing approved clothing and protective equipment. Your lecturer will advise you of the safety requirements for your class. All machinery is to be used in accordance with these safety procedures and you are required to follow the directions, both written and oral, given by Australian Institute of Creative Design staff or your employer if on Industry Placement.
- g. Students must observe appropriate use of facilities.
- h. Mobile phones are not permitted in classrooms. If there is an emergency please direct phone calls to Administration who can take messages on your behalf.

While participating in their education, students can be expected to:

- a. Acquaint themselves with Institute policies and procedures relevant to their enrolment and studies and observe the rules and policies of the Institute;
- b. Maintain steady progress in courses undertaken and submit required work on time (unless unforeseen or exceptional circumstances, which are communicated to the relevant staff member as soon as possible, arise); attend classes, and when absent, advise administration immediately. If absent for an assessment item students must provide a medical certificate or other legitimate proof of absence and will be required to undertake their missed assessment at the earliest opportunity. Penalties in the form of extra assessment items could be given at the discretion of the lecturer. Unexplained absences of more than three days could result in student disciplinary action being taken.
- c. Where students fail to make satisfactory progress, written notification to this effect may be given by the Institute and the student may be required to show cause in writing to the Institute Manager. If a third party is responsible for fees they too could be notified in writing.
- d. Conduct themselves in a professional manner while undertaking industrial placements or other forms of practice-based experience, and respect the confidentiality of client or commercial information made available to them as part of their practical learning activities. Confidentiality in work placement must be observed at all times. Breaches of confidentiality are considered to be an act of misconduct.
- e. Incorporate feedback into their learning, make use of the assessment criteria with which they are provided, and be aware of rules and policies relating to assessment;
- f. Maintain the highest standards of creative and academic integrity in their work. Students must not cheat in examinations or other forms of assessment and must ensure that they do not plagiarise the work or ideas of other persons.(refer to Plagiarism Policy)
- g. Students must adhere to the dress code. The Australian Institute of Creative Design is an adult learning environment that prepares you for business and industry. Because of this you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While not wanting to make dress standards too rigid you should however consider the following:-
 - Be adequately clothed in accordance with occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the programme;
 - Wear appropriate footwear at all times (no bare feet are allowed at any time)- no thongs and in classes using machinery flat closed in shoes must be worn;

- Not wear clothing that will offend others in terms of its lack of decency, modesty or cleanliness;
 - Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others;
 - Not wear dark glasses in the classroom unless they are for medical reasons.
- h. Requests for extensions are considered by, and at the discretion of the Director of Education.

As members of the Institute community, students can be expected to:

- a. Participate actively in and contribute to Institute decision-making bodies of which they are members, since students represent key stakeholders within the Institute and provide useful perspectives on its operation;
- b. Provide fair and honest feedback on teaching performance and the presentation of content for units of competency;
- c. Respect Institute property and the facilities, such as computing, presentation and sewing resources, which the Institute provides to support teaching and learning, so that these are available to fellow students;
- d. Avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.

OUTSTANDING PAYMENTS

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;
- Apply for time to pay in the future.

GRIEVANCES

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 grievance 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)

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

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

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.

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.

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.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

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)

Policy and Procedures for Deferral, Cancellation and Exclusion

This policy applies to both international and domestic students enrolled with the Australian Institute of Creative Design.

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Students may also have their enrolment deferred or suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by the Australian Institute of Creative Design to defer, suspend or cancel their studies and in the circumstances of an international student the Australian Institute of Creative Design will not notify DEST of a change to the enrolment status until the internal complains and appeals process is completed.

International students should note that except in the exceptional circumstances outlined by this document that the expected duration of study specified in the student's CoE (Confirmation of Enrolment) must not exceed the CRICOS registered course duration.

This policy allows for 3 different outcomes for International students: These are:

1. The AICD reports that it is **deferring or suspending** a student's enrolment for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE, or the student's enrolment status on PRISMS, i.e. the student's CoE status will still be listed as 'studying'.

However, the notice of deferment/suspension will be recorded in PRISMS and sent on to DIAC. This information will be kept for future reference.

2. The AICD reports that it is **deferring or suspending** a student's enrolment for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer the AICD the opportunity to create a new CoE with a more appropriate end date. If the AICD does not know when the student will return, the AICD can choose not to create a new CoE at that point, but to wait until the student has notified the AICD of the intended date of return before creating the new CoE.
3. The AICD reports that it wishes to **permanently cancel (terminate)** the student's enrolment. Once the reporting process is complete, the student's CoE status will be listed as 'cancelled'.

DEFERRING A SEMESTER

Students who would like to defer their studies must first speak to the student services officer. An application to defer form must be completed which will need to be approved by the Manager, Student Services. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness or death in the family. Students will be required to provide evidence of the compassionate or compelling circumstances.

ACADEMIC MISCONDUCT

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

A STUDENT'S RESPONSIBILITIES:

- 1
 - a) Students must not help or receive assistance from other students
 - b) Students must not request the loan of, or lend materials or devices to other students
 - c) Students must not bring any materials into the examination room other than those specified for that examination
 - d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

2

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

B. THE AUSTRALIAN INSTITUTE OF CREATIVE DESIGN'S RESPONSIBILITIES:

PROCEDURAL FAIRNESS

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

C. PENALTIES

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. Penalties imposed will take into account the students' stage in the program
3. Penalties imposed will take into account the conventions of the field of study
4. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Australian Institute of Creative Design.
5. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from the Australian Institute of Creative Design.
6. Students who have their enrolment cancelled due to repeated misconduct will still be liable for all fees owed for the course for which they enrolled.

NOTIFICATION AND APPEAL

1. Students must be notified in writing of penalties as a consequence of academic misconduct
2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

3. Appeals must be lodged in writing with the manager student services within 20 days of the date of the student being notified of the consequence. In the case of exclusion/cancellation for misbehaviour refer the section below.

GENERAL MISCONDUCT

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the Australian Institute of Creative Design property or the property of others; alters/defaces the Australian Institute of Creative Design documents or records; prejudices the good name of the Australian Institute of Creative Design, or otherwise acts in an improper manner.

The Australian Institute of Creative Design will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive.

- a) Student misconduct occurs when a student contravenes any rules or acts;
- b) prejudices the good name or reputation of the Australian Institute of Creative Design;
- c) prejudices the good order and governance of the Australian Institute of Creative Design or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Australian Institute of Creative Design;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of the Australian Institute of Creative Design;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of the Australian Institute of Creative Design, or on the Australian Institute of Creative Design premises or other premises to which the student has access as a student of the Australian Institute of Creative Design;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to the Australian Institute of Creative Design;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of the Australian Institute of Creative Design or breaches any of the Australian Institute of Creative Design's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to the Australian Institute of Creative Design, or any other person while the student is engaged in study or other activity as an the Australian Institute of Creative Design student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of the Australian Institute of Creative Design;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Australian Institute of Creative Design premises while acting as an the Australian Institute of

- Creative Design student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of the Australian Institute of Creative Design or for which the Australian Institute of Creative Design is responsible; or
 - q) is guilty of any improper conduct.

Penalties for General Misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Australian Institute of Creative Design.

If the student admits to the alleged misconduct, the Institute Manager may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from the Australian Institute of Creative Design.

The Chief Executive Officer of the Australian Institute of Creative Design may impose the penalty of permanent exclusion resulting in the cancellation of the student's enrolment from the Australian Institute of Creative Design in the case of physical or verbal abuse of students or staff of the Institute, repeated or severe misconduct, or in the case of criminal acts.

NOTIFICATION AND APPEAL

1. Students must be notified in writing of penalties as a consequence of general misconduct

The grounds for appeal are:

- procedural irregularities, and/or
- factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- Appeals must be lodged in writing with the manager student services within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

International Students should note that:

Deferment and suspension of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIAC (Department of Immigration and Citizenship) office to see if this will affect you.

Students who have not yet commenced their studies with the AICD will also need to contact DIAC in case there is any effect on their student visa as a result of changes to enrolment or CoE (Confirmation of Enrolment) status.

RPL (Recognition of Prior Learning) & Credit Transfer Requirements

Course credit is defined by the National Code 2007 as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'

This document outlines the AICD policy and process for students to be granted course credit if they have suitable prior learning or experience.

- Student are required to sign (or otherwise accept) the record of the course credit.
- Students will be given a copy of the course credit for their records, and a copy will be kept on the student's file. If necessary the duration of study will be adjusted accordingly.

Students can enter a qualification without completing earlier qualifications or doing the pre-requisite competencies if they feel they are already competent in those competencies. They are required to undergo a course credit assessment.

By apply for recognition of prior learning and/or mutual recognition, by default, this will result in students being exempt from completing that subject, and receiving course credit.

Applications for Exemptions should be submitted either before a student enrolls at or by the end of the first term of study.

Applications for Exemption will only be accepted if:

- the student is enrolled in an approved course of the AICD, and
- the appropriate fee has been paid, and
- the application is made in the first term of study at the Institute

Exemptions will be granted based on skills and education that a student has already acquired from other **appropriate** courses. The granting of exemptions is based on the concept of Recognition of Prior Learning (RPL) and/or Mutual Recognition

Exemptions will only to be granted where it can be shown that the student has successfully completed other studies that are:

- of a similar duration,
- studied at a similar or higher level
- of similar content.

AICD will recognise qualifications from other countries as long as they meet the above mentioned criteria.

Students who have a completed a qualification/components/competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to AICD, may apply under this same process to have that recognised under the process of mutual recognition.

In line with industry standards the maximum number of exemptions granted to any one student in any one course is to be no more than twenty five percent (25%) of that course and the corresponding equivalency in value (that is 25%).

Exemptions are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

International students

In the case of International students, if the AICD grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If the course credit is granted after the student visa is granted, the change of course duration will be reported to DEST via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Process

An application for '**RPL (Recognition of Prior Learning) Checklist & Report**' form is available from the AICD administration. International students can request that this form is emailed to them.

Attach the relevant evidence of prior learning, and return to the Student Service Staff at reception.

Evidence **can** include:

1. Formal statements of results
2. Examples of work or resources which the student has produced
3. Performance appraisal reports
4. References from current or former employers
5. Position descriptions/job role
6. Details of formal training, seminars, conferences and workshops they have attended which are relevant to their RPL application
7. Certificates of participation/achievements/awards/letters of commendation
8. Video tapes, tape recordings and/or photographs of their work activities
9. Specific details of their work and/or participation in projects
10. Written testimonials from managers or colleagues
11. Written validation from their workplace supervisor
12. Documented workplace demonstration

The evidence provided **must** include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.
Students should note that incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the Institute Manager or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria. and / or
- Sitting a challenge test to assess knowledge of subjects for which RPL has been requested.

Students can submit an RPL/Transfer Credit application for any Unit of Competency in which they believe they may have the relevant current knowledge and skills or have completed previously. 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 credit for that Unit without the need for their attendance or study in that particular unit.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

Students applying for a Transfer of Credit are not required to pay a fee if they are applying for a direct Transfer of Credit. Students who have completed a unit of competency from a previous training package will require having that unit mapped against the latest training package. If the QLD mapping document indicates a direct credit for the unit of competency sought, the student will not require paying of any fees. If the mapping document indicates that there is only a partial credit the student will have to go through the RPL process so that the AICD can determine the competency level achieved and determine what, if any further training will be required for the student to achieve competency. Only students who have enrolled can apply for RPL or Transfer of Credit.

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 teacher/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.

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 in the Unit of Competency for which their application was unsuccessful.

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 reenrol in that unit of competency and attend classes again or attempt another resubmission of their work.

Refund Policy for International Students

	Diploma of Applied Fashion Design & Technology	Advanced Diploma of Applied Fashion Design & Technology *	Diploma of Fashion & Textiles Merchandising	Advanced Diploma of Fashion & Textiles Merchandising *	Diploma of Beauty Therapy
Duration	1 Year Full Time (43 weeks)	6 Months Full Time (29 weeks)	1 Year Full Time (47 weeks)	6 Months Full Time (21 weeks)	1 Year Full Time (39 weeks)
CRICOS Code	063388J	063389G	066540D	066542B	066541C
Full Price	\$19,000	\$9,500	\$19,000	\$9,500	\$13,000
Course Deposit	\$1,900	\$950	\$1,900	\$950	\$1300
Balance Due 2 weeks prior to Course Commencement	\$17,100	\$8,550	\$17,100	\$8,550	\$11,700
Additional Costs	Fabric & Haberdashery for garments made during course. Sewing, Art & Pattern Making Equipment & Text Books (approx \$600 setup)	Fabric & Haberdashery for garments made during course. Model fees for graduation parade.	Text Books (approx \$250)		Text Books (approx \$250)

1. OVERVIEW:

The following Refund Policy for International Students is the basis for offering refunds for international students. The attached guidelines should be used as a checklist to ensure that AICD practices are consistent with this policy.

2. DESCRIPTION

- 2.1. The AICD Refund Policy clearly states the circumstances under which a student is eligible for a refund, the process required for applying for a refund, the way the refund is calculated, the currency of the refund, to whom the refund will be paid, the time limit in which the refund will be paid, and the student's right to take further action under Australia's consumer protection laws.
- 2.2. All students entering into a contract with the AICD must be made fully aware of their rights and obligations prior to their enrolment and prior to any payments made to the AICD.
- 2.3. In the event of the AICD defaulting on any agreement with international students, international students are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

3. DEFINITIONS

- 3.1. Except where the context requires otherwise, the following words and expressions shall have the meaning set out below:

- 3.1.1. the "Agreement" means the terms and conditions contained in this Refund Policy;
- 3.1.2. the "College" means the Australian Institute of Creative Design Pty Ltd, trading as the Australian Institute of Creative Design (AICD);
- 3.1.3. the "Course" means the series of classes in which the Student is enrolled;
- 3.1.4. "Course Fees" means all student and tuition fees pertaining to the remainder of the Course;
- 3.1.5. the "Course Deposit" means the non-refundable Enrolment Fee required to enrol in the Course.
- 3.1.6. the "Student" means you as the signatory of these terms and conditions of enrolment.
- 3.1.7. "Course Position" means the position granted to the Student to undertake the Course. Upon being given a Course Position from the College, the Student will become liable for the full Course Fees for the Course

4. COURSE FEES

- 4.1. Course fees are to be paid in Australian Dollars only.
- 4.2. Students are required to pay 10% of the full course fees as a non refundable administrative deposit to enrol and secure a position in the course.
- 4.3. The student agrees to pay all fees required on or before the due date as notified in writing by the Australian Institute of Creative Design or as per the invoice. A penalty of \$50 per week applies for late payment.
- 4.4. Students who have completed previous study who apply for transfer of credit, may be subject to different course fees to those who enrol in an entire qualification. These situations will be assessed individually based on the student's individual requirements.
- 4.5. Course Fees may be paid by cheque, EFTPOS, money-order, direct deposit (EFT) or cash.

5. WITHDRAWING FROM THE COURSE/CANCELLATION OF ENROLMENT

- 5.1. No refunds will be given to students once the student has commenced the course. The course fees are for a position in the course and the student/guarantor is liable for the full course fees regardless of the students' attendance or completion of the course or not.

6. REFUNDS

- 6.1. Student's seeking a refund, must make their application in writing by way of the Application for Refund form (available from the college reception area) and submitted by Registered Mail, Courier or personally delivered by the student.
- 6.2. Refunds will only be paid to the person who enters into the contract for paying the fees unless that person has provided written direction to the AICD to pay the refund to someone else.
- 6.3. Refunds will be paid in Australian Dollars only.
- 6.4. Refunds are made in accordance with the table below and full refunds of amounts owed to the student will be made within 14 days from the date of receiving a written application for refund.

SITUATION	REFUND GIVEN
Course Deposit (Enrolment Fee)	Non-refundable except where indicated.
Tuition Fees:	
Visa refused prior to course commencement.	Full refund (not including course deposit).
Withdrawal at least 10 weeks prior to agreed start date	Full refund (not including course deposit).
Withdrawal at least 4 weeks prior to agreed start date	75% refund (not including course deposit).
Withdrawal less than 4 weeks prior to agreed start date	60% refund (not including course deposit).
Withdrawal after the agreed start date	No refund.
Visa cancelled due to actions of the student.	No refund.
Course withdrawn by AICD	Full refund including Course Deposit.
Visa extension is refused	Refund of unused tuition fees.
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider.

- 6.5. In the unlikely event that the Australian Institute of Creative Design Pty. Ltd. is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Australian Institute of Creative Design Pty. Ltd. at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- 6.6. If the Australian Institute of Creative Design Pty. Ltd. is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) Australian Council of Private Education and Training will place you in a suitable alternative course at no extra cost to you.
- 6.7. Finally, if the Australian Council of Private Education and Training can not place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

7. OTHER

- 7.1. This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws
- 7.2. The AICD's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.
- 7.3. Any information that you provide to Australian Institute of Creative Design or that the Australian Institute of Creative Design collects about you may be given to authorised State and Commonwealth Agencies and ESOS Assurance Fund Manager.
- 7.4. Government Legislation requires tuition fees and application fees to be refunded in full if:
- 7.4.1. The course does not start on the agreed starting date which is notified in the offer letter.
- 7.4.2. The course stops being provided after it starts and before it is completed.
- 7.4.3. The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- 7.4.4. If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

- 7.5. The college may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.
- 7.6. The college reserves the right to cancel any course prior to the commencement date of the course, should it deem it necessary and in that event, the college will refund all payments received from the student.

OTHER ASSOCIATED COSTS AND CHARGES

Cost of reissuing the following: -

Reference letter (any kind)	\$25	(Inc. GST)
Term Results	\$50	(Inc. GST)
Search Fees (Files older than 3 years)	\$50	(Inc. GST)
Statements of Attainment	\$80	(Inc. GST)
Diploma	\$160	(Inc. GST)
Advanced Diploma	\$200	(Inc. GST)

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	<ul style="list-style-type: none"> • 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

outcomes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 contribute to long and short-term strategic planning	<ul style="list-style-type: none"> • 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
Self-management that contributes to employee satisfaction and growth	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 this appears in the Course Outline for the relevant Qualifications.

ACRONYMS & ABBREVIATIONS

Australian Institute of Fashion Design	Also referred to as the Institute and AIFD.
Australian Institute of Creative Design	Also referred to as the Institute and AICD
Australian Institute of Make-Up and Styling	Also referred to as the Institute and AIMS
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEST	Australian Government Department of Education, Science and Training
DIAC	Australian Government Department of Immigration and Citizenship
ELICOS	English Language Intensive Courses for Overseas Students
ESOS Act	Education Services for Overseas Students Act 2000
ESOS Regulations	Education Services for Overseas Students Regulations 2001
PRISMS	Provider Registration and International Students Management System

DEFINITIONS & GLOSSARY OF TERMS

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.
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.
Blended Learning	Delivery of units that blend computer usage with face-to-face delivery
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.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider

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 demonstrated; • 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.
Course Credit	Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning
Course Progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies
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.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers
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	Examples of exceptional circumstances: All students: Verifiable illness or injury that prevents the student's ability to study. 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.
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.
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.
Teacher/Lecturer	A person who provides systematic information, instruction or training about a subject or skill.
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.

On the following pages are forms for use by the student. If there is an incident that any student wishes to report they can copy and fill out the Incident Report Form. This could be a perceived breach of Workplace Health & Safety issue or any other incident that the student feels should be reported to AICD administration. The submission of Assessment Item Form is to be used by the student when they submit an assessment item for marking. Again, this can be copied by the student or further copies are available from AICD administration.

INCIDENT REPORT
STUDENT NAME:

ID#

INCIDENT:

Date:	
Time:	
Location:	

DESCRIPTION:

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ACTION TAKEN:

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LECTURER:		DATE:	
STUDENT:		DATE:	
PARENT (If applicable):		DATE:	
INSTITUTE MANAGER:		DATE:	

SUBMISSION OF ASSESSMENT ITEM

Student Name:	Date:
Student Number: (if applicable)	
Unit of Competency Name:	
Unit of Competency Number:	
Title of Assessment:	
Type of Assessment: <i>ie project, report, log book, resource folder etc-</i>	
Lecturer:	
<p>I _____ acknowledge that the work described above is fully my work and that no other person has contributed to this piece of assessment. I have fully acknowledged all sources of information in this piece of assessment and have not plagiarised any persons' work.</p> <p><i>Please Note: If submitting this form electronically the inclusion of your name and date indicates your acknowledgement that the work enclosed is wholly your own.</i></p>	
Student Signature:	
Date:	
OFFICE USE ONLY	
Received By:	Date:
Signature:	

A SIGNED COPY OF THIS FORM MUST ACCOMPANY ALL SUBMISSIONS FOR ASSESSMENT.

STUDENTS SHOULD KEEP A COPY OF ALL WORK SUBMITTED.

Plagiarism is the unacknowledged inclusion of another person's writings or ideas or works, in any formally presented work (including essays, projects, reports or presentations).