

Apex Higher Education

AHE Student Handbook



TEQSA Provider ID: PRV14320

CRICOS Code: TBA

Bachelor of Business CRICOS Course Code: TBA

Website: Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

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WELCOME TO AHE

To our commencing students,

It is my great pleasure to welcome you to APEX Higher Education (AHE). Over the coming days, months, and years, I hope that you come to discover all of the opportunities we have to offer. At AHE, we aim to provide our students with a rewarding educational experience. Beyond providing a quality course, we commit to giving students access to experienced academic staff, accessible student support services, and opportunities for students to develop their own professional networks.

Our courses, facilities, and services are developed around the needs of our students. We look forward to supporting you in achieving your academic and career goals. Both of these goals formed the basis of our course design. Through extensive consultation with leading academics and experienced industry professionals, we have developed a course that will equip you with the skills and knowledge to make a meaningful contribution to whatever career you decide to pursue.

Our approach to instruction is built on a foundation of social and ethical responsibility, technology and core disciplines of business practice with an emphasis on being future work ready. I hope you all exemplify these qualities and utilise these tools as you undertake your studies with us, and will continue to do so as you enter the global workforce.

Again, on behalf of myself and the AHE staff, welcome to APEX Higher Education!

Dr Joo-Gim Heaney
CEO / Executive Dean

ABOUT AHE

APEX Higher Education (AHE) is a quality private Higher Education Provider located in Parramatta, NSW, Australia. Since 2022, AHE has been delivering the Bachelor of Business at its Parramatta Campus. Through rigorous engagement with leading academics and industry representatives, AHE has developed a course which ensures excellence in learning and teaching. Underpinning our approach to course design and governance are the vision and mission of AHE, which strive to deliver excellence in market leading and future-oriented educational programs.

OUR VISION

AHE's Vision is to deliver excellent educational programs that are relevant and future-oriented. A critical aspect of our vision is to produce intellectual, ethical, and socially responsible graduates who aspire towards a globally oriented professional career within business.

OUR MISSION

Our Mission is to maintain a sustainable academy that provides students with scholarly input and support, and which affords exposure to real-world experience through ongoing interaction with practitioners.

THE AHE ADVANTAGE

With a tailored focus on social and ethical responsibility, APEX Higher Education differentiates itself by providing an undergraduate course that enables students to develop the business skills likely to define modern commercial practice in a collaborative business environment.

Through consultation with leading academics and industry experts, AHE has designed a rigorous course oriented towards equipping students with the knowledge and practical skill-sets to identify, understand, manage, and successfully work in businesses. AHE's approach to teaching, and the learning outcomes achieved by students undertaking the Bachelor of Business allow our graduates to add real commercial value to their organisations, be that an established company or start-up.

'Our aim is to produce students who are job-ready, and equipped with a unique understanding of the global commercial marketplace'.

We achieve this outcome by engaging our students to apply theory to practice from the earliest stages of their degree. AHE places significant emphasis on student interaction and practical assessment, which has informed our approach of integrating contemporary case studies into assessments. To further ensure that our students gain insight into commercial realities, we regularly invite successful businesses to AHE for lectures, and provide students with compulsory Work Ready Workshops to prepare themselves for a professional career in Business and enabling them with opportunities to volunteer in local businesses.

ABOUT THE CAMPUS

FACILITIES

APEX Higher Education is situated along the Parramatta River and within the Parramatta Central Business District. The campus is centrally located in the City of Parramatta allowing students to learn and relax in an energising, innovative and culturally vibrant environment.

The campus offers students exceptional amenities, and provides students with study and collaborative work areas. Additionally, our campus has networking and student common areas which create a welcome and stimulating environment for students. These facilities and services include:

- Campus-wide Wi-Fi.
- Study and lecture rooms equipped with whiteboards and audio-visual equipment.
- Open plan areas for student relaxation
- Dedicated space for the library
- Student study room
- Kitchen and food heating facilities
- Multiple charging stations for laptops and mobile devices

The campus is located within a 10-minute walk to Parramatta station and major bus terminals.

PS: These pictures are indicative only and not real pictures taken



LIBRARY AND LEARNING AREAS

The AHE campus boasts several library areas these impeccable facilities provide students space to study, collaborate and socialise.



Students have access to the meeting room, which can be booked through either the Librarian/Learning Support Officer or at the reception.



The outdoor student lounge provides students with a large area to relax, study or socialise.



Students can access computers in the learning area during campus hours to complete assessments or to prepare for class.



Classrooms are fitted with state-of-the-art interactive Smartboards, which create a stimulating and collaborative environment for students.



The group work pods provide students with excellent utility and comfort when undertaking group based projects or presentations. The large display screens and compartmentalised sections support students to facilitate team-based activities, by creating an encouraging and collaborative environment.



Students can access the library and learning centre from 8 am to 5 pm Monday to Friday. The library and learning centre is also open till 9 pm if evening classes are held, and also during the weekend if classes are held.

IT REQUIREMENTS AT AHE

AHE will provide AHE students with free access to the Internet and its Wifi. All AHE students are expected to have their own laptops and bring their laptops to campus to access supplementary learning materials provided through Moodle and to complete their assessments. Students can also access AHE Library resources such as book catalogues, journal databases, financial data and articles on their own laptops.

Students who do not have their own laptops during software training sessions in class will be provided with AHE laptops during classes. Students can also use available AHE equipment on campus to access library resources and complete their assessments.

ABOUT THE BACHELOR OF BUSINESS COURSE

COURSE DESCRIPTION

The Bachelor of Business Course is designed to provide students with the knowledge and skills to work and contribute in a range of business-related careers. The Course is built on foundations of core disciplines of Business practice with an emphasis on being future work ready. This Course thus contains fundamental units such as accounting, marketing, statistics and business law as well as later year units in business technology, data analytics and risk management. The course is further characterised by the embedded study of ethics and governance as well as a capstone to encapsulate important aspects of business practice.

COURSE INTAKES

AHE offers Year 1 initial intakes in Semester 1, Semester 2 and Summer School. For subsequent years of study (i.e. for continuing students), the Summer School will offer a limited range of Year 2 and Year 3 units primarily directed at students remediating failures. Students are not expected to fast track by taking additional units over Summer School. Therefore, AHE has 3 intakes a year to give students the flexibility of when they wish to start a new course at AHE. Full-time students take four units of study per study period. A study period comprises the intake Semester (or intake Summer School), and each continuing semester.

BACHELOR OF BUSINESS COURSE DURATION

3 Years full-time comprising 24 units (240 Credit Points) where a full-time student undertakes 4 units (subjects) of study per study period or 6 Years Part-Time (this option is only available to domestic students). A study period means the intake semester (or intake Summer School) and each subsequent semester.

BACHELOR OF BUSINESS MODE OF STUDY AND STUDY WORKLOAD

Full-time students undertake 4 units (subjects) of study during a study period. There are 3 hours of face-to-face teaching and 9 hours of independent learning per unit, per week (total of 12 hours face-to-face teaching per week, and 36 hours of independent study per week).

AHE GRADUATE ATTRIBUTES

At the end of their course, students who graduate with the AHE Bachelor of Business course will have developed the following attributes:

- GA1 - Knowledgeable and skilled in their chosen discipline
- GA2 - Effective communicators and collaborators
- GA3 - Critical, creative and analytical professionals
- GA4 - Responsible, ethically and socially aware

Fulfilment of the above AHE Graduate Attributes should enable AHE graduates to be life-long learners.

BACHELOR OF BUSINESS COURSE LEARNING OUTCOMES

Graduates of the AHE Bachelor of Business will have demonstrated achievement of the following Course Learning Outcomes and be able to:

- CLO1 - Demonstrate a broad and coherent body of knowledge in business.
- CLO2 - Critically apply cognitive, analytical and technical skills in business.
- CLO3 - Communicate in creative, coherent and effective ways.
- CLO4 - Demonstrate capacity to plan and work individually and collaboratively to solve problems.
- CLO5 - Explain and contextualise ethical and socially responsible practice.

AHE Unit Student Study Guide and Assessments

Each **AHE Unit Student Study Guide** should advise students at the beginning of a unit of study about how all assessment results are to be combined to produce an overall mark for the unit. The **AHE Unit Student Study Guide** should inform students about:

- The weight of each task in contributing to the overall mark;
- The formulae or rules used to determine the overall mark;
- Minimum standards that are applied to specific assessment tasks, and the consequences if such standards are not met (including failure to submit tasks);
- Rules regarding penalties applied to late submissions; and
- Precise details of what is expected in terms of presentation of work for assessment.

The **AHE Unit Student Study Guide** should also make clear to students that the aggregated mark for the unit of study may be moderated. Moderation may result, in some cases, in a variation of the final grade awarded to the student for the unit of study which is inconsistent with the individual marks awarded to the student for individual assessment items.

The **AHE Unit Student Study Guide** should also emphasise appropriate referencing conventions and requirements, the degree of cooperation permitted between students, and what constitutes academic dishonesty and its consequences as outlined in the **AHE Student Academic Misconduct Policy and Procedure**.

Submission of Assessment Items

Students are required to submit assessment items at the time and date specified in the **AHE Unit Student Study Guide**. Assessment items submitted after the due date will be subject to a penalty unless the student has been given prior approval in writing for an extension of time to submit that item.

Assessments should be submitted in the form specified in the **AHE Unit Student Study Guide**. Where assessment items are submitted electronically, the date and time the email was received will be considered the date and time of submission. Physical submissions are to be time and date stamped as a record of receipt.

Penalties for late submission

An assessment item submitted after the assessment due date, without an approved extension or without approved mitigating circumstance, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the total mark applicable for the assessment item, for each day or part day that the item is late (a 'day' for this purpose is defined as any day on which campus administration is open). Assessment items submitted more than ten days after the assessment due date are awarded zero marks.

Extensions to assignment deadlines based on mitigating circumstances shall be at the discretion of the Course Coordinator and must be granted in writing. Mitigating

circumstances are circumstances outside of the student's control that have had an adverse effect on the student's work or ability to work.

Special consideration

Students whose ability to submit or attend an assessment item is affected by sickness, misadventure or other circumstances beyond their control, may be eligible for special consideration. No consideration is given when the condition or event is unrelated to the student's performance in a component of the assessment, or when it is considered not to be serious.

Students must apply in writing to the Course Coordinator for special consideration within three days of the due date of the assessment item or exam using the **AHE Request for Special Consideration Form** in **Appendix 3**. The student must submit all relevant evidence required to support their Request.

When considering the application for special consideration, the Course Coordinator considers the seriousness of the events and the impact on the student's academic performance.

Assessment feedback to students

To provide feedback on assessments that assist students to achieve the learning outcomes, AHE will ensure that students are provided feedback from the markers within 2 weeks of the submission of the assessment, except for the final exam. This is to enable students to understand the reason for their results.

In the case of final exams, students will be offered a "script review" period during which students can obtain individual feedback on the exam.

Reasonable adjustment

Students with special needs may request reasonable adjustment to assessment conditions to accommodate their needs. Adjustments to assessment must consider the special characteristics of the student. Any adjustments made must be 'reasonable' so that they do not impose an unjustifiable hardship upon AHE. In accordance with the **AHE Diversity, Non-Discrimination and Equity Framework**, AHE ensures that people are treated fairly and have equal access to services.

A request for reasonable adjustment is to be made by the student in writing to the Lecturer for the unit of study affected at least 2 weeks before the assessment is due.

Making a reasonable adjustment will involve varying the procedures for conducting an assessment, for example:

- Allowing additional time for the completion of an assessment;
- Extending deadlines for an assessment;
- Varying question and response modalities for an assessment;
- Providing or allowing additional resources in examinations.

If a student with special needs does not feel that their needs have been sufficiently accommodated, they may refer to the **AHE Student Grievance, Complaint and Appeal Procedure** to communicate their grievance, and if unsuccessfully resolved, commence a formal complaint process.

Requirements for successful completion of a unit of study

Students must attempt all assessment tasks and achieve at least 50% of the total marks for the unit of study to pass the unit. Students must achieve a mark of at least 40% in their final assessment.

Students who achieve at least 50% of the total marks for the unit but fail to achieve at least 40% in their final assessment will be given an opportunity to re-sit their final assessment as in a supplementary final exam. If the student obtains at least 40% in their supplementary final exam, the maximum grade awarded for that unit will be a P.

Resubmission

Where a student has completed all assessment tasks and marginally fails a unit of study (i.e. has achieved a score of 46-49%) the Course Coordinator may recommend that the student be offered the option of completing additional assessable work which, if completed at the prescribed standard, will result in the student passing the unit. The grade awarded after the additional assessment is finalised is limited to Pass (P) or Fail Outright (FO). If the student does not take up the opportunity to complete additional assessment work, the grade remains as an FO.

Grades

During each unit of study, students will be provided with an evaluation of their individual performance with reference to the criteria for each assessment task.

Student performance in individual units of study (i.e. the weighted total of the assessments) shall be graded in accordance with the following guidelines:

Grade	Definition
High Distinction (outstanding performance) Code: HD Mark range: 85% and above	Comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor unit learning outcomes.
Distinction (very high level of performance) Code: D Mark range: 75-84%	Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor unit learning outcomes.
Credit (high level of performance) Code: C Mark range: 65-74%	High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major unit learning outcomes; some minor unit learning outcomes not fully achieved.

Grade	Definition
Pass (competent level of performance) Code: P Mark range: 50-64%	Adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major unit learning outcomes of the unit; some minor unit learning outcomes not achieved.
Non-graded Pass Code: NGP	Successful completion of a unit assessed on a pass/fail basis, indicating satisfactory understanding of unit content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major unit learning outcomes of the unit. This may be used for recognising prior learning.
Fail (outright) (attempted all assessments but did not achieve 50%) Code: FO Mark range: below 50%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor unit learning outcomes of the unit.
Fail (non-submission) (did not attempt all assessments and did not achieve 50%) Code: FN Mark range: below 50%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor unit learning outcomes of the unit.
Withdraw with Failure Code: WF	Withdrew from the unit after the census date.
Withdraw Without Failure Code: WO	Withdrew from the unit before census date or after the census date with special circumstances.

Publication of results

All results must be reviewed and properly approved by the AHE Learning and Teaching Committee (LATC) before publication. Once results have been approved the Registrar will ensure that the approved mark and grade is recorded in the student database against the relevant unit of study and students notified of their results by electronic communication methods.

Appeal of an assessment decision

A student may appeal an assessment decision. A request for a review may relate to the decision regarding an individual assessment item or a final grade for a unit of study. The grounds upon which the student may request a review of an assessment decision are:

- That the student believes that an error has occurred in the calculation of the grade; and /or
- A demonstration that the assessment decision is inconsistent with the published assessment requirements or assessment criteria.

FULL POLICY

For further information, please refer to the **AHE Student Assessment Policy and Procedure** at the AHE Website Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

ACADEMIC CALENDAR

Academic Calendar by Week

Timetables for each study period (semester) of what lectures are held, location and time will be posted at Reception and also in Moodle.

Academic Calendar by Week: Semester 2, 2022

SEMESTER 2, 2022		
Week Starting	Activity	Week
	8 July 2022: Orientation for New Students	
11-Jul-22	Classes	1
18-Jul-21	Classes	2
25-Jul-22	Classes	3
1-Aug-22	Classes	4
8-Aug-22	Classes	5
15-Aug-22	Classes	6
22-Aug-22	MID-SEMESTER STUDY WEEK	
29-Aug-22	Classes	7
5-Sep-22	Classes	8
12-Sep-22	Classes	9
19-Sep-22	Classes	10
26-Sep-22	Classes	11
3-Oct-22	STUDY WEEK	
10-Oct- 22	EXAMINATION AND ASSESSMENT WEEK	
17-Oct-22	Break between Semesters	
24 Oct 2022	Break between Semesters	
31-Oct-22	Break between Semesters 4 November 2022: Orientation for new students	

Academic Calendar by Week: Semester 1, 2023

Semester 1, 2023		
Week Starting	Activity	Week
	10 March 2023: Orientation New Students	
13-Mar-23	Classes	1
20-Mar-23	Classes	2
27-Mar-23	Classes	3
3-Apr-23	Classes	4
10-Apr-23	Classes	5
17-Apr-23	Classes	6
24-Apr-23	MID-SEMESTER STUDY WEEK	
1-May-23	Classes	7
8-May-23	Classes	8
15-May-23	Classes	9
22-May-23	Classes	10
29-May-23	Classes	11
5-Jun-23	STUDY WEEK	
12-Jun-23	EXAMINATION AND ASSESSMENT WEEK	
19-Jun-23	Break between Semesters	
26-Jun-23	Break between Semesters	
3-Jul-23	Break between Semesters	

Academic Calendar by Week: Summer, 2022

SUMMER SCHOOL 2022		
Week Starting	Activity	Week
	4 November 2022: Orientation for new students	
7-Nov-22	Classes	1
14-Nov-22	Classes	2
2-Nov-22	Classes	3
28-Nov-22	Classes	4
5-Dec-22	Classes	5
12-Dec-22	Classes	6
19-Dec-22	Classes	7
26-Dec-22	MID-SEMESTER STUDY WEEK	
2-Jan-22	Classes	8
9-Jan-22	Classes	9
16-Jan-22	Classes	10
23-Jan-22	Classes	11
30-Jan-23	STUDY WEEK	
6-Feb-23	EXAMINATION AND ASSESSMENT WEEK	
13-Feb-23	Break between Semesters	
20-Feb-23	Break between Semesters	
27 Feb-23	Break between Semesters	
6 March-23	Break between Semesters	

ESOS FRAMEWORK

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. Further information on the ESOS Framework can be found at: <https://www.dese.gov.au/esos-framework>

ESOS Standards for Education Providers

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) sets nationally consistent standards for the delivery of courses to overseas students. The National Code 2018 commenced on 1 January 2018.

COMMONWEALTH OMBUDSMAN

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Commonwealth Ombudsman does not take complaints about public universities.

AHE is a private education provider, so in the event that you are not satisfied with the AHE's internal procedures for handling a grievance or an issue you have raised, and you wish to complain about this to someone outside of the AHE, the Commonwealth Ombudsman is the correct channel for this to occur.

The Commonwealth Ombudsman can be reached on 1300 362 072 and is open from 9.00am to 5.00pm Monday to Friday.

The Commonwealth Ombudsman can also be contacted via email on ombudsman@ombudsman.gov.au or GPO Box 442 Canberra ACT 2601.

The Commonwealth Ombudsman's web site is <http://www.ombudsman.gov.au/contact-us> The Commonwealth Ombudsman investigates complaints about:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by a provider
- A provider not doing something or taking too long to do something
- Incorrect advice given by an education agent who has an agreement with a private provider

The Commonwealth Ombudsman treats all information with privacy and respect.

The Commonwealth Ombudsman cannot make decisions about academic merit. For example, if a provider has decided that a student has not met the course progress or attendance requirements, the Commonwealth Ombudsman cannot make a new decision about this. Instead the Commonwealth Ombudsman may look at whether the education provider followed the rules properly in making its decision and that the student was treated fairly.

In some cases, the Commonwealth Ombudsman may decide not to investigate a complaint. This might be because:

- A student has not complained to the education provider first
- Another organisation is better able to help

The Commonwealth Ombudsman's service is independent, free and confidential.

AHE will implement decisions and recommendations from the *Commonwealth Ombudsman* and the CEO will ensure that any recommendations made are implemented immediately after receipt of such recommendations.

Note: Complaints or grievances related to academic merits are not dealt by Commonwealth Ombudsman.

PRIVACY OF INFORMATION

AHE will only collect personal information from individuals by fair and lawful means which is necessary for the functions of AHE. AHE will only collect sensitive information with the consent of the individual and if that information is reasonable and necessary for the functions of AHE. When collecting personal information, AHE will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Personal information about students studying with AHE may be shared with:

- Department of Education and Training
- Department of Home Affairs
- Tuition Protection Service
- Tertiary Education Quality and Standards Agency
- Relevant Commonwealth department(s) and bodies with responsibility for administering the Higher Education Support Act 2003
- State and Federal Police Force, the Overseas Student Ombudsman and the Commonwealth Ombudsman

FULL POLICY

For further information, please refer to the ***AHE Privacy and Personal Information Policy and Procedure*** at the AHE Website Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

CREDIT FOR PRIOR LEARNING

APEX Higher Education recognises that some students may have prior learning experiences and should not be required to repeat equivalent learning successfully undertaken in another context. This is in accordance with AQF Qualifications Pathways Policy under the AQF Qualifications Framework. Accordingly, AHE has developed guidelines to grant credit towards a course at AHE based on prior learning, whether from formal studies or professional work experience. This is also to maximise the credit students can gain for learning already undertaken, while preserving the integrity of learning outcomes of the course at AHE.

2.1 Credit for formal studies: Criteria

- a. Credit will only be granted for relevant formal study completed within ten years prior to application for an AHE Course. Formal study completed more than ten years prior to application for an AHE Course will not be eligible unless there is evidence of continued relevance of this study for the applied AHE Course.
- b. Credit may be granted for the successful completion formal studies, including the below:
 - units of study which form part of an accredited course provided by a recognised tertiary institution;
 - non-award courses offered by a recognised tertiary institution (higher than AQF Level 5);
 - accredited courses at AQF Level 5 and above awarded by a registered tertiary institution;
 - courses provided by a professional association or other similar body.
- c. Credit shall only be granted where there is substantial overlap with content and/or learning outcomes of AHE units of study in the Course for which credit is claimed.
- d. When assessing credit for formal studies the criteria below will be considered:
 - the educational practices and standards of the external tertiary institution or any accreditation obtained by such tertiary institution that may be relevant to the AHE Course;
 - the objectives of the prior studies and the methods adopted by the external tertiary institution to achieve those objectives;
 - admission requirements to the external course;
 - the duration of the external course, entry requirements, course objectives;
 - methods of assessment;
 - learning outcomes of the course, and unit / subject learning outcome;
 - volume of learning for the course and the unit;
 - content of study;
 - course and program AQF level;
 - credit point weighting of the unit/subject in the context of the course;
 - any other relevant criteria.
- e. As a guide, the **AQF Qualifications Pathways Policy** for the quantum of credit granted to students towards higher level AQF qualifications in the same or related discipline are as follows:

- up to 50% credit for an Advanced Diploma or Associate Degree linked to a 3-year Bachelor Degree.
- up to 37.5% credit for an Advanced Diploma or Associate Degree linked to a 4-year Bachelor Degree.
- up to 33% credit for a Diploma linked to a 3-year Bachelor Degree.
- up to 25% credit for a Diploma linked to a 4-year Bachelor Degree.

As applicable, recognition of credit from prior learning (or RPL) from prior formal studies will only be granted toward first and/or second year (100-level and 200-level) units of the course the student applied for.

2.2 Credit for learning from work experience

- Credit may be granted for prior work experience where learning can be documented to the satisfaction of the Course Coordinator. The onus shall be on the applicant to provide the appropriate evidence to demonstrate the relevant skills, knowledge and understanding (see below).
- If applicable, recognition of credit from prior learning (or RPL) from prior work experience will only be granted toward first year (100-level) units of the course the student applied for.
- Evidence required to be submitted include (but is not limited to):
 - a full description of the position, role(s)/activities, and performance outcomes;
 - employment letter (on business letterhead) including any written references;
 - current full CV;
 - evidence that the work experience was equivalent to at least 2 years full time (paid or volunteer positions) work within the past 5 years;
 - evidence of work completed: pay slips; report of performance reviews; involvement in professional associations or development; evidence of work produced e.g. presentations and collaborations;
 - any other evidence that the applicant sees fit to demonstrate the existence and relevance of the work experience toward the credit sought.
- When assessing credit for work experience, the following will be considered, including:
 - Comparability - the skills of the work experience is comparable in content and standard with the learning outcomes of the unit(s) of study in which credit is sought;
 - Authenticity - the applicant has demonstrated the learning outcomes that are being claimed;
 - Currency - the learning outcomes are still valid and performable;
 - Quality - the learning has reached the acceptable level;
 - Relevance - the learning is applicable to the unit of study claimed;

- Transferability - the learning outcome can be applied outside the specific context in which it was learned.

2.3 Credit for internal transfer between courses

- a. Credit may be granted for units of study completed at AHE toward another AHE Course.
- b. Credit will be granted for those units of study already undertaken which form part of the Course at AHE to which the student is transferring.
- c. The maximum credit that can be granted in these circumstances is not limited.

APPLICATION FOR CREDIT

An application for credit for prior learning must be made on the appropriate form at the time the student applies for admission to AHE. Please refer to the **AHE Credit for Prior Learning Application Form**. The application should be accompanied by sufficient documentary evidence to support the application.

AHE reserves the right to refuse an application for credit for prior learning after the second week of classes that the new student is undertaking.

FULL POLICY

*For further information, please refer to the **AHE Credit for Recognition of Prior Learning Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

TRANSFER BETWEEN PROVIDERS

AHE will not knowingly enrol a student wishing to transfer from another Higher Education Provider (HEP)'s course prior to the international student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing HEP or the course in which the student is enrolled has ceased to be registered OR
- the releasing HEP has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that HEP OR
- the releasing HEP has agreed to the international student's release and recorded the date of effect and reason for release in PRISMS OR
- 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.

For **AHE students seeking to transfer to another HEP's** course of study prior to completing six months of their principal course, the transfer request **will be assessed and granted in any of the following circumstances:**

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AHE's intervention strategy
 - there is evidence of compassionate or compelling circumstances which could include serious illness or injury, bereavement of close family members, major political upheaval or natural disaster, a traumatic experience, where the registered provider was unable to offer a pre-requisite unit,
 - failure to deliver the course as outlined in the student's AHE Letter of Offer and Agreement
 - there is evidence that the student's reasonable expectations about their current course are not being met
 - there is evidence that the student was misled by AHE or an education or migration agent regarding AHE or its course and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another registered provider **will not be granted where:**
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
 - In order for a request for transfer to be considered and release provided, students must provide a valid offer of enrolment from another Registered Provider.
 - If the release is granted, there will be no cost to the student.
 - The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- All decisions made by AHE with regard to student transfer requests will be made in accordance with the policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

FULL POLICY

*For further information, please refer to the **AHE Student Transfer Request Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

LANGUAGE AND LITERACY SUPPORT

The Librarian/ Learning Support Office (LSO) is the first point of contact for support for developing academic skills and English Language support. The LSO is available at the Library / by phone/ by email as per the below. Please refer to the AHE Student Academic Progression Procedure, Section 2.4 **Academic Literacy and English Language Proficiency** concerning how students can be supported at AHE concerning academic skills and English Language support.

Librarian/Learning Support Officer (LSO) and the Library/ Learning Centre
8 am – 5 pm Monday to Friday
Additional hours: open till 9 pm if evening classes are held;
open during the weekend if classes are held
Phone: 02 – 8007 xxxx
Email (24/7 for response within 24 hours):
learningsupport1@ah.edu.au
(TBA – contact details are indicative only)

FULL POLICY

For further information, please refer to the **AHE Student Academic and Non-Academic Support Policy and Procedure** (with the **AHE (Student At Risk Academic Support) SARAS Agreement and Review**) and the **AHE Student Academic Progression Procedure** at the AHE Website Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

ATTENDANCE REQUIREMENTS

Students can gain advice and support to ensure they achieve appropriate academic progression, attendance, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance are monitored. Student attendance is taken by each lecturer for every lecture/ tutorial/ seminar taught and entered into the learning management system. The information is used by the Course Coordinator to trigger relevant student support for those students who are identified as having low attendance. Guidance and support will be provided by AHE for issues identified in accordance with the **AHE Student Academic Progression Procedure** as low attendance is correlated with issues such as unsatisfactory academic results, poor course progression, or academic literacy and English language proficiency.

Student attendance is taken by each lecturer for every lecture/ tutorial/ seminar taught and entered into the learning management system. The information is used by AHE to trigger relevant student support for those students who are identified as having attendance. Guidance and support will be provided by AHE for issues identified in accordance with the **AHE Student Academic Progression Procedure** including unsatisfactory results, course progression, or issues related to academic literacy and English language proficiency are identified.

FULL POLICY

For further information, please refer to the **AHE Student Academic and Non-Academic Support Policy and Procedure** and the **AHE Student Academic Progression Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

ACADEMIC PROGRESS AND STUDENTS AT RISK

Satisfactory academic progression criteria

All students need to achieve Satisfactory Academic Progression.

A student will achieve satisfactory academic progression each study period when the student meets the **Minimum Academic Standards**. A student has achieved **Minimum Academic Standards** in a study period when the student:

- a) achieved a minimum Pass grade for at least 50% of the units attempted in a study period; **and/or**
- b) did not receive a Fail grade for a unit attempted the second time.

A student that does not achieve Satisfactory Academic Progression includes:

- a 'Student at Risk (SAR)' or
- a student that falls into the criteria of 'Unsatisfactory academic progress'.

Student at Risk (SAR) criteria

A student will be a Student at Risk if one or more of the following criteria applies:

- c) The student did not meet the Minimum Academic Standards;
- d) For domestic students only, the student demonstrates that the progress made in the student's course to date may not allow completion of the course in the maximum time allowed for that course;
- e) For overseas students only, the student demonstrates that the progress made in the student's course to date may not allow completion of the course requirements in the expected duration for that course (as stated in the eCOE);
- f) For overseas students only, the student is at risk of not meeting progress requirements under the ESOS Act 2000 or under other regulations that affect eligibility for an Australian student visa; or
- g) The student was previously a Student at Risk with a Student at Risk Academic Support (SARAS) Agreement, and in the subsequent semester during which the SARAS Agreement applied, the student:
 - met the Minimum Academic Standards; but
 - did not satisfy one or more of the other conditions of the SARAS Agreement.

Unsatisfactory academic progress

A student will have made unsatisfactory academic progress if one or more of the following criteria applies:

- a) The student does not meet the Minimum Academic Standards as a condition of the SARAS Agreement;
- b) For domestic students only, the student demonstrates that the progress made in the student's course to date will not allow completion of the

course in the maximum time allowed for that course (including any extension of time granted);

- c) For overseas students only, the student demonstrates that the progress made in the student's course to date will not allow completion of the course requirements in the expected duration for that course (as stated in the eCOE);
- d) For overseas students only, the student has failed to meet progress requirements under the ESOS Act 2000 or under other regulations that affect eligibility for an Australian student visa; or
- e) The student is in breach of academic integrity and /or academic misconduct under the **AHE Student Academic Misconduct Policy and Procedure** and/or **AHE Student Code of Conduct**.

Overseas Student Unsatisfactory Academic Progress

- a) An overseas student that has made unsatisfactory academic progress will be in breach of their student visa. The student will have their enrolment terminated (the eCOE will be cancelled) and may be reported to the Department of Education, Skills and Employment in PRISMS by the Dean.
- b) Within 7 days of the release of results for the semester, the Registrar will email **Letter: Unsatisfactory Academic Progress** to the student.
- c) The student will be advised in writing of the:
 - h) the decision to terminate the student's enrolment (cancel the eCOE);
 - i) AHE's intention to report the student to the Department of Home Affairs in PRISMS for unsatisfactory academic progress;
 - j) Student's responsibility to contact the Department of Home Affairs (DHA) for advice on any potential impacts on their visa;
 - k) the reason for AHE's decision, including how the student has demonstrated unsatisfactory academic progress;
 - l) the student's right to access the **AHE Student Grievance, Complaint and Appeal Procedure** to appeal the decision within 20 working days; and
 - m) external appeal rights available to the student.

FULL POLICY

*For further information, please refer to the **AHE Student Academic Progression Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

ACADEMIC MISCONDUCT

Principles of student academic conduct at AHE

Academic integrity is the foundation of academic endeavour. Students of AHE should conduct themselves in their academic studies honestly, legally, fairly, and ethically. Students are expected to carefully acknowledge the work of others in all their academic activities.

Academic misconduct

Academic misconduct involves illegal activities, cheating, collusion, plagiarism or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that negates the academic integrity of the student, another student or their work.

All written assessments will be submitted to plagiarism prevention software 'Turnitin'. To ensure that students uphold their Academic Conduct obligations, AHE will provide specialised tutorials on referencing techniques, which will be regularly delivered by AHE's Librarian / Learning Support Officers.

FULL POLICY

*For further information, please refer to the **AHE Student Academic Misconduct Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

OVERSEAS STUDENT VISA OBLIGATIONS

- Overseas student visa holders must maintain their course progress as required by AHE course progress policy. You can access the policy at AHE website <https://ahe.edu.au> (TBA) for details.
- AHE expects all its students to attend all of the scheduled classes to progress well in their courses.
- Students must notify AHE if they change their contact details (residential address, **email address and phone number**). They must also notify of their Emergency contacts details.
- As outlined on the Australian Government Department of Home Affairs website, holders of an international student visa are permitted to work a maximum of **40 hours** per fortnight.
- Students must be enrolled in full time study with the provider.
- Students must have Overseas Student Health Cover (OSHC) throughout the term of their student visa.
- Students are responsible for renewing their visa prior to its expiry.
- The Department of Home Affairs web site is <https://www.homeaffairs.gov.au/> The Department's phone number is +61 2 61960196

CHANGE OF PERSONAL AND EMERGENCY CONTACT DETAILS

A student or intending student must inform AHE of a change of address, telephone number, email address, and who to contact in emergency situations. Students need to inform AHE of this change within 7 days of change to ensure compliance with their student visa conditions. Students can update their personal details through the Student Portal on the AHE website.

LEARNING MANAGEMENT SYSTEM -MOODLE

AHE is committed to ensuring that students meet their learning potential. To aid them in reaching this potential, it is important that students have immediate access to resources and support relevant to their course, be that: a course outline, a reading, lecture slides, videos, support documents, external links or discussion board. A learning management system (LMS) is the ideal tool to support students to this desired end.

Students will be taught how to use the Moodle system by library staff in the coming days. It is essential that students familiarise themselves with the system, as Moodle will be used:

- By lecturer to upload course material (this may include recorded lectures);
- By students to submit assessments;
- As a tool for lecturers to communicate with students, as well as by students to communicate between each other.

Access to Moodle is available via the student portal on the AHE website: www.ahe.edu.au/student. Alternatively, AHE's Moodle can be accessed through the Moodle mobile application, which is available for free from both iOS and Google Play app stores.

If you do not have access to the portal, it is important that you resolve this issue as soon as practical, with AHE directly.

UNIQUE STUDENT IDENTIFIER NUMBER

A Unique Student Identifier (USI) is your lifelong education number. If you are doing nationally recognised training or studying at a tertiary institution, you need a USI.

- If you intend to graduate in 2023 or beyond, you need a USI to get your degree.
- As it's your personal education number, you should set up your USI using a personal email address. It should not be a shared or work email address.
- If you did any Vocational Education and Training (VET) after 2015, you will already have a USI and do not need another one if you intend to study in a university or with any HEP. You can find your USI now or call 1300 857 536 for help.

SUPPORT FOR ABORIGINAL AND TORRES STRAITS ISLANDER STUDENT AT AHE

AHE provides additional assistance and support to all Aboriginal and Torres Strait Islander students throughout their journey at AHE by ensuring each student is mentored by a Student Services Officer (SSO) throughout their study at AHE with regular face-to-face support meetings. If an Aboriginal and Torres Strait Islander student is a Student at Risk, the mentorship with the SSO will be reviewed and considered in the SARAS Agreement.

Student Services Officers and Admissions Officers can also offer support in areas including, but not limited to:

- enrolment and admission assistance and priority,
- facilitating access or referral to external student support/pastoral care by the Australian government,
- assisting with accommodation support/advice (some including emergency accommodation),
- ensuring students have access to learning resources such as computers, printers and photocopying,
- facilitating access to Aboriginal and Torres Strait Islander events such as NAIDOC (National Aborigines and Islanders Day Observance Committee) Week, Sorry Day and Reconciliation Week.

STUDENT CODE OF CONDUCT

AHE is committed to ensuring that there are clearly defined standards of behaviour and conduct for all enrolled students so that AHE students engage in the educational process free from disruptive or inappropriate behaviours. By adhering to the AHE Student Code of Conduct, students can help to create a safe and productive environment.

Principles of AHE Student Code of Conduct

AHE expects that all members of the broader AHE community will behave professionally and with respect for others. Therefore, students must not behave in a manner that is disruptive and/or inappropriate by any reasonable standard.

Students are entitled to:

- Be treated fairly, professionally and with respect;
- Learn in a safe environment;
- Pursue their educational goals in a safe and supportive environment;
- Expect that their privacy is respected, and their personal information will be kept confidential.

Students will refrain from any behaviour that creates an unsafe environment at AHE, including but not limited to:

- Any behaviour that creates or will create unfair treatment, discrimination, any form of harassment (including sexual harassment) or bullying as defined in the AHE Table of Acronyms and Definitions,
- Any form of harm or potential harm to others at AHE, including any behaviours that can be interpreted as intimidation, ridicule, creating anxiety or disrespect for others,
- Disobeying AHE policies and procedures, Australian laws or common standards of safety,
- Academic misconduct, which involves illegal activities, cheating, collusion, plagiarism or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that negates the academic integrity of the student, another student or their work.
- Damaging, defacing, stealing or destroying AHE's property.

Students are expected to:

- Attend all their scheduled classes punctually and for the whole duration of the class.
- Refrain from using any devices to perform actions which disrupt classes e.g. mobile phones
- Comply with reasonable direction from AHE's staff and/or authorised AHE representatives
- Conduct themselves in a safe, professional and WHS compliant manner including identify and report to AHE any possible hazards from equipment, facilities and the environment
- Refrain from smoking anywhere on AHE's premises or within 4 metres
- Refrain from drinking and/or eating in any AHE area except where specifically permitted
- Refrain from the use of bad language, alcohol and illegal drugs
- Report any discriminatory, harassment (including sexual harassment) or bullying behaviour to any AHE staff.

Breach of the Student Code of Conduct

A Complainant and a Respondent are defined in the AHE Table of Acronyms and Definitions.

- If the Complainant is an AHE staff member, and the Respondent is an AHE student, the **AHE Student Code of Conduct applies.**
- If the Complainant is an AHE student, and the Respondent is a staff, the student should refer to the **AHE Student Grievance, Complaint & Appeal Procedure.** The AHE Staff Code of Conduct applies to the Respondent.
- If the Complainant is an AHE student, and the Respondent is a student, the **AHE Student Code of Conduct applies.**

APPEALS

A Respondent student may appeal against a decision made under the **AHE Student Code of Conduct.** The grounds for appeal are that the decision is inconsistent with the **AHE Student Code of Conduct.**

Appeals must be made in writing and lodged with the CEO/ Executive Dean within twenty working days of the student receiving written notification of any disciplinary action taken under this policy. The CEO/ Executive Dean will respond in writing to the appeal within twenty working days and may confirm or vary the decision.

If a student remains dissatisfied with the outcome of their appeal they may appeal under the **AHE Student Grievance, Complaint & Appeal Procedure.**

FULL POLICY

For further information, please refer to the **AHE Student Code of Conduct** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

FEE PAYMENTS

AHE will publish its course related fees information in the relevant Course Guide which will be made available to students through the AHE website and hardcopy.

Students seeking enrolment in a course at AHE will be advised of the course related fees and other charges. This information will form part of the AHE Student Letter of Offer and Agreement. Fee information includes:

- The total amount of all fees including tuition fees
- Materials fees and any other fees relevant to the course being undertaken
- The periods to which the tuition fees apply
- Payment terms, including the due dates and amount of fees to be paid
- Enrolment terms and conditions
- Details of the potential for tuition and non-tuition fees to change during the student's course as relevant
- The student's rights under the Consumer Law in NSW - mandatory 10 days cooling off period which students can cancel a purchase without penalty.

AHE, to meet its obligations under **Education Services for Overseas Students Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018**, will collect only 50% of the total tuition fees for courses of more than 25 weeks duration. Students are not required to pay more than 50% of the fees upfront if their course runs for more than 25 weeks but may pay if they choose to.

AHE reserves the right to review its fees regularly and may change its fees during the period of an overseas student's enrolment in a course. Such increases can be expected to conform with the estimated total course fee provided to the student prior to accepting the offer of enrolment

Students who wish to terminate or withdraw their course must advise AHE in writing two weeks prior to the completion of the current semester or two weeks prior to tuition fee due date (whichever comes first). Failing to do so, they will be held liable for the payment of next semester's fee.

Students who fail units during their course will be charged for any units they have to re-take.

All students will receive a 'fees due' reminder a month prior to the due date.

Students must pay fees by the due date to avoid penalties and other sanctions such as precluding from attending classes, submitting assessments and receiving documents. Penalties apply for fees received after due dates.

All fees must be paid in Australian dollars only.

Students are responsible for keeping receipts for any payments made to AIE.

Inclusions in course fees

Unless otherwise specified, course fees include:

- all costs related to teaching and assessments required for students to achieve the qualification of the course in which they are enrolling.
- the issuance of a testamur and/or transcript (or record of results) and/or Australian Higher Education Graduation Statement.

Course tuition fees do not include:

- required learning materials which are an additional cost, as outlined on the respective Course Guide.
- Overseas Student Health Cover or optional extras such as airport pickups. These fees are an additional cost as outlined in the **AHE Student Letter of Offer and Agreement**.
- additional copies or re-issuing of a testamur and/or transcript (or record of results) and/or Australian Higher Education Graduation Statement for which an additional fee is applicable.

Late payments and consequences of non-payment of fees

Students who are experiencing difficulty in paying their fees are invited to contact the AHE office to make alternative arrangements for payment during their period of difficulty.

AHE reserves the right to suspend the provision of teaching and/or other services until fees are paid up to date.

Students who have not paid their tuition fees and any other relevant fees and no alternative arrangements for payment have been made may have their enrolment cancelled and will be reported to DHA via PRISMS under student default.

Overseas students will be charged AUD\$100 per week 'late fee' for overdue tuition fees until the overdue amount is paid.

FULL POLICY

*For further information, please refer to the **AHE Overseas Students Fees Payment Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

TUITION PROTECTION

Protection of fees paid in advance

AHE protects pre-paid tuition fees through Tuition Protection Service (TPS). In addition to the information below, students can also refer to: <https://tps.gov.au/Home>

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist overseas students. The Tuition Protection Service (TPS) is a placement and refund service that helps:

- Overseas students on student visas affected by a provider closure
- When students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider
- Provide students with the information they need to choose an alternative course that best suits them through an online placement system
- Arrange a refund of any pre-paid tuition fees if there is no course that meets their needs

FULL POLICY

*For further information, please refer to the **AHE Overseas Students Fees Payment Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

REFUND OF TUITION FEES

AHE will treat all students fairly and efficiently when charging and refunding their fees.

All fees for the duration of the international student's course at AHE are to be stated in writing to the student before they enrol at AHE. Students who fail units during their course will be charged for any unit they have to re-take. All requests for refunds by the student need to be supported by written requests and written evidence. AHE will verify all submitted evidence.

It is important that for Refunds, students have to access the refund policy on APEX website:

- AHE Overseas Students Fees Refund Policy and Procedure
- Request for Fees Refund Form 2021.1

Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

Importantly, no policy or procedure removes the right of any student from taking further action under Australia's consumer protection laws.

Students are eligible for a refund in the following situations

- When the student withdraws from course prior to 28 days of the course start date, AHE will refund the total amount received prior to the default day less:
 - 25% of the tuition fees received
 - Enrolment fee
 - Accommodation booking fee (if applicable)
 - Airport pickup fee (if applicable)
 - Any other costs incurred by the AHE on behalf of student
- When a student is refused a student visa and as a consequence fails to start on the agreed starting date, AHE will, within 28 days, refund the tuition fees less 5% of the tuition fees received (up to a maximum amount of \$500) as per **Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014**.
(<https://www.legislation.gov.au/Details/F2014L00907>)
- When a student is refused a student visa after they have already commenced the course, AHE will, within 28 days, refund on a pro rata basis, the tuition fees for the weeks from when the student withdrew from the course until the end of the period that the Tuition Fees have been paid to (that is, on a pro rata basis) as per **Section 10 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014**.
(<https://www.legislation.gov.au/Details/F2014L00907>)

No refund will be provided in cases of Student Default, defined as being when:

- the student does not start the course on the agreed course start date
- the student withdraws from the course within 28 days of the course start date or after the agreed course start date
- the student decides to change provider after commencing the course
- the student defers his/her course to a later date
- the student abandons his/her course after starting for whatever reason
- the student's enrolment is cancelled due to:
 - student's misbehaviour; or
 - failure to pay required fees to undertake the course; or

- student breaching his/her visa conditions
- a student has been reported to Department of Home Affairs (DHA) for breaching AHE's rules or visa conditions, such as unsatisfactory course progress
- the student's visa is rejected on the basis of fraud as determined by the Department of Home Affairs (DHA).

AHE default

In cases of AHE default which is defined as being when:

- AHE fails to start to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student at any time after it starts but before it is completed; or
- AHE is prevented from offering a course at a location because a sanction has been imposed on it,

A student will be able choose one or two courses of actions:

- Be refunded all (minus processing and non-refundable enrolment fees) fee into the authorised account notified by the student within 14 days of the default day., as required under the ESOS Act, or
- The student may be offered to enrol into a similar course at another higher education provider with a full transfer of tuition fees.

In the event, AHE does not satisfy its obligation to an affected student, the TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds. AHE makes contributions to the Commonwealth Tuition Protection Scheme (TPS) for every student enrolled at AHE.

Process for claiming refunds

- Students who are requesting a refund must complete the **AHE Request for Fees Refund Form** (available from Reception staff) and send it, along with all supporting documents (as evidence) such as the visa refusal letter etc., to the AHE administration via email (studentstupport1@ah.edu.au TBA) or in person at Reception.
- Approved refund requests will be paid within 28 days from the approval date.
- Refunds will be paid in Australian dollars.
- All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
- Students are not permitted to transfer course fees to another student unless the AHE approves it.

FULL POLICY

For further information, please refer to the **AHE Overseas Students Fees Refund Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT

- Deferral relates to postponing an offer of a place before the course has commenced.
- Suspension refers to temporary abandonment of the studies (or course) after the commencement of the course.
- Deferral and suspension of studies will only be granted in compassionate or compelling circumstances which may include (but not limited to) - serious illness or injury, bereavement of close family members, major political upheaval or major natural disasters including COVID-19 worldwide pandemic, a traumatic experience, inability to begin studying on the course commencement date due to delay in student visa grant or AHE unable to provide a pre-requisite unit
- AHE may suspend a student's enrolment due to misbehaviour or for breaching AHE's policies and procedures (including plagiarism, collusion and cheating).
- AHE may cancel a student's enrolment due to serious misconduct or for non-payment of fees in order to undertake or continue course as stated in the **AHE Letter of Offer and Student Agreement**. Students who wish to withdraw from their course within the first six months to transfer to another provider will be processed as per the **AHE Student Transfer Request Policy and Procedure**.
- Students will be informed that Deferring, Suspending or Cancelling enrolment may affect their student visa, and they may need to seek advice from DHA (web site at <https://www.homeaffairs.gov.au/> or Helpline 131 881) on the potential impact on their student visa.
- AHE will notify the Secretary of Department of Education and Training via PRISMS where a student's enrolment is deferred, temporarily suspended or cancelled, under **section 19 of the ESOS Act 2000** i.e. notification via PRISMS.

Deferring, Suspending or Cancelling an enrolment as per student's request

- To apply for a deferral or suspension of studies the student must complete a **Request for Deferral or Suspension of Studies Form** and submit this to the Student Services Officer studentstupport1@ahe.edu.au (TBA) or in person at Reception and ensure that each request has supporting evidence.
- If the student wishes to cancel their enrolment, they must complete a **Discontinuation of Studies Application form** and submit with supporting documentation.
- A written decision will be provided to the student within fourteen (14) days from the date of receiving an application for deferment, suspension or cancellation of course.
- The student will also be notified that the deferral, suspension or cancellation may affect their student visa.

- If AHE rejects the request, the student will be notified of the result with reasons for rejection and the process for appeals under the **AHE Student Grievance, Complaint and Appeal Procedure**.
- Students will be advised to refer to their signed **AHE Student Letter of Offer and Agreement** for refund-related enquiries.

AHE initiated suspension or cancellation

AHE may initiate a suspension or cancellation of a student's enrolment in cases of student misconduct in accordance with AHE's policies and procedures (including plagiarism, collusion and cheating), non-payment of fees to undertake or continue the course as stated in the written agreement or if there is a breach of course progress or attendance requirements in accordance with **Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018** (Overseas student visa requirements) and as specified in the **AHE Student Academic Progression Procedure**.

- AHE will inform the student of AHE's intention to suspend or cancel the student's enrolment and notify the student that he or she has 20 working days to access the **AHE Student Grievance, Complaint and Appeal Procedure**.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under **Standard 9.3** take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- AHE shall maintain the student's enrolment if the student chooses to access AHE's complaints and appeals process except in the case of extenuating circumstances relating to the welfare of the student.
- AHE shall :
 - only suspend or cancel the enrolment to Department of Education and Training via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator,
 - not suspend or cancel the enrolment to Department of Education and Training via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

A student may complain and/ or appeal the outcome of an AHE's deferral, suspension or cancellation decision using the **AHE Student Grievance, Complaint and Appeal Procedure**.

FULL POLICY

For further information, please refer to **the AHE Overseas Students Deferral, Suspension and Cancellation Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

GRIEVANCES, COMPLAINTS AND APPEALS

AHE is committed to developing a culture that views grievances as an opportunity for improvement. A grievance can be defined as a person's dissatisfaction with any aspect of AHE's services or activities. A grievance becomes a complaint only when a student takes further action in the form of an informal complaint or a formal complaint to AHE.

Grievances include both academic and non-academic matters, such as:

- The enrolment, induction/orientation process;
- The quality of the education provided;
- Academic issues, including student progress, assessment, curriculum and awards in a course of study;
- Handling of the personal information and access to personal records;
- The way someone has been treated.

AHE responds to any complaint or appeal the overseas student makes involving the dealing or conduct of any of the below:

- AHE, including its teachers and other staff
- Any third party providing any Course or Services on behalf of AHE
- AHE's education agents
- Any student or client of AHE

PROCESS FOR MAKING COMPLAINTS AND RESPONSIBILITIES

Step 1: Optional Informal Complaint

Any student or potential student may raise an informal complaint by contacting the Student Services Officer.

Student Services Officer (SSO)

Designated student contact officer

8 am – 5 pm Monday to Friday at Reception. Additional hours: open till 9 pm if evening classes are held; open during the weekend if classes are held

Phone: 02 – 8007 6262

Email (24/7 for response within 24 hours): studentsupport1@ahe.edu.au

Emergency Contact: CEO/Executive Dean: Mobile 0420 386 862

Note: contact details are indicative at this stage

Step 2: Formal Complaint

This can be utilised by Complainants to submit a Formal Complaint of an academic or non-academic nature. Complaints of an academic nature include issues related to any issue related to a student's study or course, including but not limited to student progress, any marks or grades received for assessment, curriculum and awards in a course of study.

Formal Complaints must be submitted in writing using AHE ***Complaints and Appeals Form*** and submitted to the Registrar in person or emailed to registrar@ahe.edu.au

Step 3: Internal appeal

If a Complainant is dissatisfied with the outcome of their Formal Complaint, they may lodge an appeal within twenty working days of receiving notification of the outcome of their Formal Complaint.

Consultation with the Complainant and other relevant parties within ten working days will be carried out.

Where possible such consultations should take the form of face-to-face interviews. The Complainant or the Respondent may ask, if they feel necessary, another person of their choice to accompany or assist them as a support person at any relevant meetings scheduled to resolve the issue.

Following the consultation, written response to the Complainant advising the further steps taken to address the appeal, including the reasons for the decision, will be provided within ten working days. The report will further advise the Complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Step 4: External Mediation(optional)

If the Complainant is not satisfied with the outcome of the internal appeal, then the student may choose to access an independent mediator to mediate a satisfactory outcome between them and AHE. This may be requested through the Resolution Institute Student Mediation Scheme* at <https://www.resolution.institute/resolving-disputes/tertiary-student-au>

Sydney Office Tel: 02 9251 3366 or 1800 651 650
Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000

It is not compulsory that a complainant access this Student Mediation Scheme. The complainant may choose to go straight to Step 5.

Step 5: External Appeal International Students (academic matters)

AHE as a member of IHEA (Independent Higher Education Australia)* will provide AHE students to access IHEA's appeal mechanism free of charge. If this is an academic appeal, an independent academic marker will be appointed by IHEA to assess the student's complaint. AHE will be bound to implement the decision by IHEA within 14 working days.

Students are to contact: IHEA <https://iheau.edu.au/contact/> Tel: 03 9642 5212
Contact@iheau.edu.au

Step 6: External Appeal International Students (non-academic matters)

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student, then they may lodge an external appeal by contacting the **Overseas Students Ombudsman**. *The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their provider. Refer to:*

Overseas Students Ombudsman website <http://www.ombudsman.gov.au>
Phone: 1300 362 072 for more information.

AHE agrees to be bound by any recommendations from the *Overseas Students Ombudsman* and the CEO/Executive Dean will immediately implement actions related to decisions that supports the student and/or preventive actions required.

AHE will advise the overseas student in writing of that action and keep a copy of the complaint and supporting documents in the Complaints file and in the student file (where relevant).

Step 7: Further action

If a grievance remains unresolved after the external dispute resolution process, the Complainant may decide to refer the matter to an external agency in Australia such as The Anti-Discrimination Board or The Office of Fair Trading or Tertiary Education Quality and Standards Agency (TEQSA).

Nothing limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not restrict an individual's rights to pursue other legal remedies.

FULL POLICY

*For further information, please refer to the **AHE Student Grievance, Complaint and Appeal Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

HEALTH, SAFETY AND SECURITY

While studying in Australia, students have the right to feel safe from any physical or mental harm at all times.

AHE ensures a safe, compliant and healthy environment for staff, students, members of governing bodies (both internal and external) and visitors during their participation in work and learning activities with AHE.

AHE is committed to protecting staff and students from harm to health, safety and welfare through the elimination and/or minimization of risks arising from work and study, with appropriate security arrangements in place at its campus.

Students are informed of persons who may access the premises so as to maximize their safety.

All staff and students are expected to immediately report any incidents that occur at work or during learning that impact on an individual's health or safety.

All staff, students and other individuals are required to report any hazards and safety incidents as soon as they become aware of them. AHE will take immediate actions to respond to incidents, assess risks and control hazards where applicable.

All work and training environments will be routinely inspected to identify safety risks, hazards and identify areas for improvement.

Additionally, students faced with any crimes, harassment or discrimination on or off campus should **contact their student support officer** as soon as possible to receive advice on the best course of action to prevent or remedy the situation. The AHE campus has a zero tolerance policy and will aim to rectify any cases of misconduct strictly and immediately.

Student Services Officer (SSO)

Designated student contact officer

8 am – 5 pm Monday to Friday at Reception. Additional hours: open till 9 pm if evening classes are held; open during the weekend if classes are held

Phone: 02 – 8007 6262

Email (24/7 for response within 24 hours): studentsupport1@ahe.edu.au

Emergency Contact: CEO/Executive Dean: Mobile 0420 386 862

Note: contact details are indicative at this stage

Additional policies and procedures are in place for AHE's students and staff personal safety:

- Student Conduct: AHE Student Code of Conduct
- Staff Conduct: AHE Staff Code of Conduct
- Complaints: AHE Student Grievance, Complaint and Appeal Procedure
- Prevention of Sexual Harassment: AHE Sexual Harassment Prevention Policy and Procedure
- Student Misconduct: AHE Student Academic Misconduct Policy and Procedure
- Critical Incidents: AHE Critical Incident Procedure
- AHE Student Safety and Security Plan

AHE ensures to provide its students a safe environment on campus by:

- Carrying out annual Workplace, delivery site inspections
- Recording access of all staff and visitors who are present at the campus

- Training its Student Services Officers what to do in case there is a critical incident or hazard on campus
- Training its Student Services Officers on risk assessment and hazard control
- AHE has security cameras (CCTV cameras) in place in its campus

FULL POLICY

*For further information, please refer to the **AHE Health, Safety and Security Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>*

EMERGENCY CONTACT

If students are faced with an immediate risk they are urged to contact emergency services.

Get help in an emergency or disaster situation. Please call:

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia – external site: +61 2 6261 3305
- Police assistance Line to report incident: 131 444

At AHE

Student Services Officer (SSO)

Designated student contact officer

8 am – 5 pm Monday to Friday at Reception. Additional hours: open till 9 pm if evening classes are held; open during the weekend if classes are held

Phone: 02 – 8007 6262

Email (24/7 for response within 24 hours): studentsupport1@ahe.edu.au

Emergency Contact: CEO/Executive Dean: Mobile 0420 386 862

Note: contact details are indicative at this stage

CRITICAL INCIDENT

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This includes physical or psychological harm, extreme emotional distress, fear or injury to AHE students and/or staff.

Critical Incidents Affecting Persons

These include (but are not limited to)

- Any fatality or serious injury affect or like to affect staff or students
- Serious road accidents
- Attempted suicide of a student
- Life threatening illness/injury of a student
- Sexual and/or physical assault of a student
- Threats or Acts of violence by or towards students, staff and/or their family members
- Hold up or robbery
- Missing student
- Severe verbal or psychological aggression
- Issues such as sexual assault, domestic violence, drug or alcohol abuse
- Acute illness of a person
- The death or critical injury of a staff member, student or visitor on AHE premises
- Staff and/or students being taken hostage
- Students being killed/injured while engaged in an AHE-sponsored activity

Key Response Steps

- 1) Person affected (or close contact of person affected) to immediately contacts the SSO. If outside of office hours, person to call the CEO/Executive Dean.
- 2) SSO or CEO/Executive Dean to take immediate steps to ensure person affected is safe. This may include contacting the police or ambulance as relevant.
- 3) Complete the **AHE Critical Incident Report Form** within 24 hours of the incident (student assisted by staff or AHE staff).

- 4) SSO contacts the CEO/Executive Dean (as relevant).
- 5) CEO/ Executive Dean to assess the critical incident, identify needs, priorities, personnel, and activate a **Critical Incident Action Plan**.

Threats to AHE premises

These include (but are not limited to)

- A break-in accompanied by major vandalism
- The threat of damage to premises that AHE occupies (e.g. a terrorist threat)
- The destruction of whole or part of premises that AHE occupies (e.g. by fire)
- Fire, explosion, bomb threat or acts of terrorism

Key Response Steps

- 1) Person who witnessed or discovered the incident to immediately contact the SSO. If outside of office hours, person to call the CEO/Executive Dean.
- 2) SSO or CEO/Executive Dean to take immediate steps to ensure staff and students are safe. This may include contacting the police or ambulance, or evacuating the premises as relevant.
- 3) Complete the **AHE Critical Incident Report Form** within 24 hours of the incident (student assisted by staff or AHE staff).
- 4) SSO contacts the CEO/Executive Dean (as relevant).
- 5) CEO/ Executive Dean to assess the critical incident, identify needs, priorities, personnel, and activate a **Critical Incident Action Plan**.

Imminent Community/ Regional/ National Threats

These include (but are not limited to)

- A natural or other major disaster in the community
- Infection or threatened infection of serious communicable diseases such as the COVID-10 pandemic
- Infection or threatened infection of serious communicable diseases
- Natural disasters

Key Response Steps

- 1) When the incident or threat is identified, the CEO/Executive Dean is to take immediate steps to ensure all staff and students are safe. This may include contacting the police or ambulance, or evacuating the premises as relevant.
- 2) If relevant, complete the **AHE Critical Incident Report Form** within 24 hours of the incident (student assisted by staff or AHE staff).
- 3) CEO/ Executive Dean to assess the critical incident, identify needs, priorities, personnel, and activate a **Critical Incident Action Plan**.
- 4) CEO/ Executive Dean to report the matter to the Board of Directors immediately if urgent or report it at the next BOD meeting and activate aspects of the Business Continuity Plan.

Emergency Critical Incidents involves the possibility of immediate or imminent threat, to staff and/or students and may require an immediate response.

Non-emergency Critical Incident do not involve the need for an initial emergency response (for example the development of a pandemic from a lower phase). In such cases the government instructions will need to be followed.

Reporting a Critical Incident

In the case of a critical incident, it is important that you seek support and report this incident to student services officer or any key AHE staff

You must give full details of the situation including the exact location of the incident, the type of incident and details of any person or persons who may be injured, in distress or at risk.

Students can also report critical incident to student support staff via email to

studentservices1@ahe.edu.au

Responding to a Critical Incident

CEO/Executive Dean will immediately assess the critical incident. If unavailable, the Registrar or the Dean is delegated to respond.

The CEO/Executive Dean will arrange to offer immediate assistance to persons involved in the incident. Action evacuation procedures if required and provide first aid or medical assistance as needed.

Get in touch with Emergency services and ensure that all details known about the incident are provided.

Develop and implement an AHE Critical Incident Action Plan

The **CEO/Executive Dean** will In the case of death of the student put a stop on the student's record and enrolment and confirm access to Emergency funds at AHE if necessary.

FULL POLICY

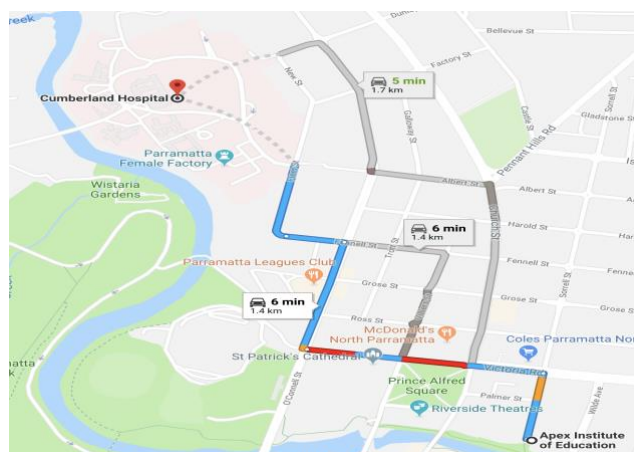
*For further information, please refer to the **AHE Critical Incident Procedure** at the AHE Website.*

Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

HOSPITALS AND MEDICAL SERVICES CLOSE TO AHE

In the event of a medical emergency, the closest **Public Hospital** to AHE is Cumberland Hospital. The address for Cumberland Hospital is: 1-11 Hainsworth St, Westmead 2145.

The closest **Private Hospital** is Westmead Private. The address for Westmead Private Hospital is: Cnr Mons Rd and Darcy Rd, Westmead 2145.



LOCAL MEDICAL CENTRE

Below are two examples of nearby medical practices:

Parramatta Medical Practice

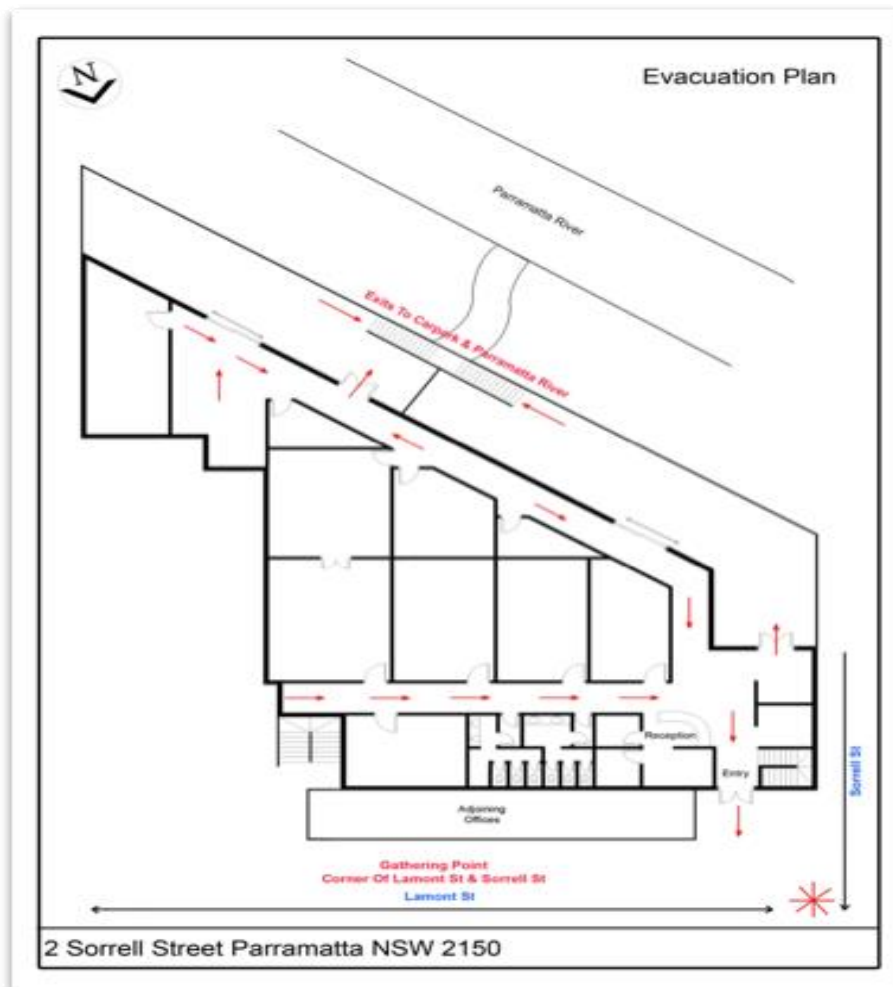
Shop 2, Entrada Building
20 Victoria Rd Parramatta NSW 2150
(Cnr Victoria Rd & Church St)
Opposite McDonalds
(02) 9762 1041

ISRA Medical Services

13/103 George St, Parramatta NSW 2150
(02) 9098 4545

Emergency Evacuation Procedure

In the case of an emergency evacuation, students are advised to follow the evacuation plan which can be found on the walls of each campus area. In the event of an evacuation students will be notified by a siren or staff member and must evacuate the campus immediately, without collecting their belongings. Students who evacuate to the Parramatta River must walk along the river to Sorrell St and proceed to the gathering point near the main campus entry and exit on the corner of Lamont and Sorrell St. All other students and staff will exit from the main campus exit and meet at the gathering point.



STUDENT SUPPORT AT AHE

OVERVIEW

AHE understands that adjusting to life in a new country, and meeting academic requirements may be more difficult for some students than others. Accordingly, AHE is committed to ensuring that our students are actively supported – both personally and academically.

ACADEMICS

Teaching Staff

All teaching staff will make themselves available for one hour per week for each unit of study they are teaching in order to allow students to consult on issues related specifically to those units of study. The consultation hours for the teacher will be specified in the Unit Student study Guide.

Course Coordinators can assist where students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. All students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies. All students are monitored in accordance with the ***AHE Student Academic Progression Procedure*** in order to identify student-specific issues.

Non-Teaching Staff:

The CEO/Executive Dean and other non-academic AHE staff are available for student consultation by appointment.

Support for developing academic skills is available through the Librarian/Learning Support Officers.

NON-ACADEMIC SUPPORT

Nominated Student Support Officer (SSO)

While all staff employed by AHE have the responsibility to provide support to students, AHE shall nominate a dedicated Student Support Officer who will be available to all students, on an appointment basis, during AHE's hours of operation.

Students may access the Student Support Officer (SSO) directly or via the Administration desk to organise an appointment. Details of the SSO including name, location and how to contact them will be posted on Student Noticeboards and on the Student Portal.

The Student Support Officer ensures up-to-date information is available for student support services and that any contacts provided are current. This information is given to students as part of the student Orientation program outlined below.

Student support services

The following support services are available and accessible for all students studying with AHE. Details of the Student Support Officer (SSO) including name, location and how to contact them will be posted on Student Noticeboards and on the Student Portal, in addition to being detailed on the following page. The SSO will be responsible for maintaining a list of support services, including the details, on the Student Noticeboards and the Student Portal.

AHE will provide students with details if there is a need to refer any matters for further follow up with relevant professionals. Students will be advised of any fees and charges for an external service prior to using such services.

Personal / social issues

There are many issues that may affect a student's social or personal life and students have access to the SSO during AHE's hours of operation to gain advice and guidance on personal, accommodation, or family / friend issues. Where the SSO feels further support may be required, a referral to an appropriate support service will be organised.

Access to external counselling service

The SSO is able to assist in times of stress or pressure during the course. Students may make an appointment to see the SSO or a member of AHE's staff for advice relating to study, such as:

- Time management issues;
- Setting and achieving learning goals;
- Motivation;
- Ways of learning;
- Managing assessment tasks;
- Self-care.

If the need for additional counselling services arises, the SSO has the contact details of AHE's external counselling services. AHE has formed an agreement with an external counselling service where AHE students and staff can receive the first two counselling sessions free of charge.

Accommodation (international students)

AHE does not offer accommodation services or take any responsibility for accommodation arrangements but can refer students to appropriate accommodation services. All international students are encouraged to have accommodation organised prior to arrival in Australia.

Accommodation – External Links

When choosing accommodation, the most important thing is to feel secure and happy, so you can focus on your studies and enjoy life. It is a good idea to research all your options before making a decision. The breakdown of accommodation costs is provided above.

You can rent a house or apartment from a real estate agent or a private landlord. For a listing of real estate agents visit:

- **DOMAIN:** <https://www.domain.com.au>
- **REALESTATE:** <https://www.realestate.com.au>

You can also search for accommodation on :

- **GUMTREE:** <https://www.gumtree.com.au>

You can also search for **Youth Hostels** :

Youth Hostels in Sydney and NSW offer cheap, short-term accommodation. Most have a mix of private rooms and dormitory accommodation. For more information visit: YHA Australia or Getaroom

SPECIAL NEEDS

A student is requested to advise their Course Coordinator of any disabilities that may affect their learning, e.g. difficulty in hearing. The SSO is available to provide advice to students and to consult with the Course Coordinator regarding any necessary adjustment for accommodating these Special Needs. The student will be required to fill out the *Request for Support for Special Needs Form*.

Hardship

The requirements of study may present some students with hardship due to economic, social or other difficulties. An international student who is an applicant under this category must still meet the requirements of the relevant regulations affecting their individual student visas.

Where genuine hardship exists, a student may make application seeking permission to review their workload or other related matters. To make an application, a student is required to provide a letter to the SSO describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: government benefit statements, pay slips or bank statements which indicate financial status;
- Medical grounds: medical certificates stating nature of condition, duration;
- Single parent: evidence by way of statutory declaration and supporting government documentation.

Full Policy

For further information, please refer to the **AHE Student Academic and Non-Academic Support Policy and Procedure** at the AHE Website. Please refer to the temporary AHE Website <https://apex-h.pagecloud.com/>

FEEDBACK

AHE is steadfast in its commitment to seek out opportunities to improve the student experience. Accordingly, students will be invited to provide feedback through the Moodle system for each unit of study they undertake. The feedback survey provides students with the opportunity to identify what was done well in the subject, as well as what could be improved. Feedback is anonymous, and provides lecturers an invaluable opportunity to reflect on their approach to teaching.

We also encourage students to provide general feedback about AHE. A feedback form is available on our website at: www.ahe.edu.au/feedback. All feedback is collected anonymously.

LEGAL SUPPORT INFORMATION

The legal system in Australia can be new to many students and it is important to understand student rights and obligations, both as a student, and as a resident of Australia. AHE cannot provide legal advice, but is able to assist with general information about how to find legal information or where to look for legal advice.

AHE's **Student Support Officer** is able to assist with these matters. Students can contact various legal services available in Australia.

Students who require assistance in legal matters free of cost may contact NSW Legal Aid:

Legal Aid NSW: You can receive free assistance on issues of legal rights, either face to face or over the phone. 1300 888 529 (www.legalaid.nsw.gov.au)

OR

Parramatta Legal Aid Office (*This office provides free legal advice in family and civil law matters*)

Phone: +61 2 9891 1600

Level 4, 128 Marsden Street, Parramatta, New South Wales 2150 (0.8 km)

Working Hours: Monday to Friday, 9:00am to 5:00pm

Study NSW and the City of Sydney fund the International Student Legal Service NSW. This service gives free, confidential legal advice to international students living in New South Wales. A Legal Aid Office is located in Parramatta (as above). For further information please access:

<https://www.study.sydney/programs/covid-19-help-hub/legal-advice>

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. They can also advise how these problems affect student visas.

Students can make an appointment in person or via electronic communications with Student Counsellor to discuss how problems such as those above can affect the Student Visa and other rights and responsibilities.

EMPLOYMENT

Students on ‘International Student visa subclass 500’ may work 40 hours per fortnight. Please check your visa conditions before starting your employment

EXTERNAL LINKS

Fair Work Ombudsman - Rights and Obligations: <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations>

Fair Work Ombudsman - Employee Entitlements: <https://www.fairwork.gov.au/employee-entitlements>

Information Concerning Workplace Rights and Responsibilities can be found at:

<https://www.jobjumpstart.gov.au/article/know-your-workplace-rights-and-responsibilities>

By law, your employer is responsible for making sure:

- your work environment is safe and providing appropriate protective equipment if necessary
- workers are free from discrimination and bullying
- you receive all your entitlements in terms of pay and conditions.

As a worker, you are responsible for:

- understanding the conditions of your employment. This includes knowing your rate of pay, working hours and entitlements to breaks and leave
- working in a way that is not harmful to the health and safety of yourself or others
- knowing what to do if you think your employer is not meeting their responsibilities.

Life in Australia

OVERVIEW

Australia is the largest country in Oceania and the world’s sixth-largest country by total area. The population of 25 million is highly urbanised and heavily concentrated on the eastern seaboard. Australia’s capital is Canberra, and its largest city is Sydney. The country’s other major metropolitan areas are Melbourne, Brisbane, Perth and Adelaide

Australia’s first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world. The first migrants were mostly from Britain and Ireland and this Anglo–Celtic heritage has been a significant and continuing influence on Australia’s history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

When living in Australia, it is important that you respect Australian values and obey the laws of Australia.

Australian values include:

- Respect for equal worth, and the dignity and freedom of the individual.
- Freedom of speech

- Freedom of religion and secular government
- Freedom of association
- Equality of men and women
- Equality of opportunity
- Peacefulness
- A spirit of egalitarianism that embraces tolerance, mutual respect and compassion for those in need.

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia.

Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all people living in Australia are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief.

In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Landscape

Australia is a megadiverse country, with its land-size providing a great variety of natural landscapes. There are deserts in the centre, tropical rainforests in the north-east, and mountain ranges in the south-east.



Cost of living in Australia for International Students

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From October 2019 the 12- month living costs are:

- You (Student) - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

For further information regarding living costs in Australia, please visit

www.studyinaustralia.gov.au/english/live-in-australia/living-costs

STAY SAFE when enjoying yourselves at any beautiful beach in Australia....

- Always swim between the flags.
- Do not swim alone. Do not swim and drink.
- Be careful of unexpected waves or rips.
- Be careful of leaving personal belongings on the beach – theft.
- Always swim in patrolled areas (i.e. where there are lifeguards).
- Protect yourself from the sun – use sunscreen, hat, shirt and sunglasses
- Always obey the signs. E.g. crocodiles, jellyfish etc.

In NSW visit WWW.STUDY.SYDNEY

This NSW Government website provides information for International / overseas students about:

- Studying in NSW
- Living in NSW
- Working in NSW
- Events happening in Sydney

LIFE IN PARRAMATTA

The city of Parramatta is often regarded as the second Central Business District of Sydney. Founded by the British in 1788, Parramatta is the oldest inland European settlement in Australia and today operates as the economic capital of Greater Western Sydney.

Parramatta is a major business and commercial centre. It is also the major transport hub for Western Sydney, servicing trains and buses, as well as having a ferry wharf and future light rail and metro services.

Home to a great diversity of cultures, Parramatta is a treat for your sense with a fine selection of restaurants and 'eat streets' such as Church Street and Wigram Road. The vibrant arts and cultural scene includes world-class performances at Riverside and Parramasala, a colourful annual festival.

Parramatta is home to Westfield Parramatta, a major shopping centre. Westfield Parramatta is located at 159-175 Church St, Parramatta 2150.

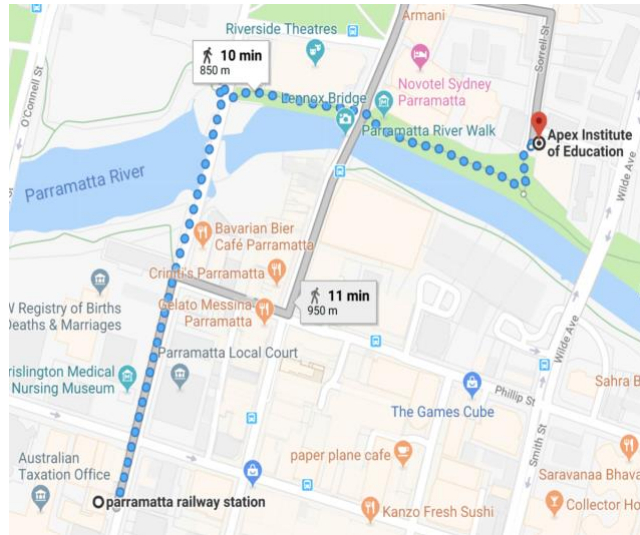
Students are encouraged to visit the Parramatta Heritage and Visitors Information Centre. The Centre is a unique starting point for discovering more about Parramatta.

Other places of interest are :

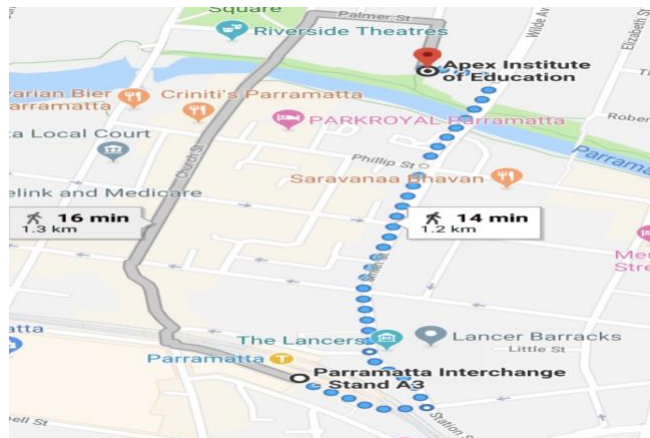
- Parramatta Park
- Lake Parramatta Reserve
- Riverside Theatre Parramatta
- Parramatta Bike Tours
- Bankwest Stadium - Parramatta

Getting to AHE:

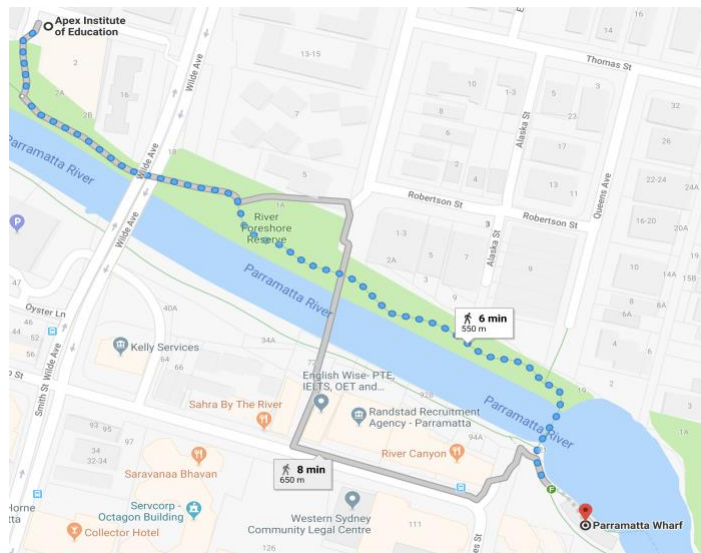
Parramatta Train Station



Parramatta Interchange



Parramatta Wharf (Ferry Access)



GETTING ASSISTANCE

Students in need of any support services are encouraged to contact their lecturers for academic matters or a Student Services Officer (SSO). If unsure, students are always welcome to contact the SSO in the first instance for any matter to obtain assistance or support.

Student Services Officer (SSO)
Designated student contact officer
8 am – 5 pm Monday to Friday at Reception. Additional hours: open till
9 pm if evening classes are held; open during the weekend if classes are
held
Phone: 02 – 8007 6262
Email (24/7 for response within 24 hours):
studentsupport1@ahc.edu.au
Emergency Contact: CEO/Executive Dean: Mobile 0420 386 862
Note: contact details are indicative at this stage